



# Have your say about our services

We encourage all views about our services, whether good or bad and whoever they are from. What you tell us helps us to improve our services and to plan for the future.

## Compliments

Compliments let staff know when they are doing a good job and help to ensure everyone reaches the same high standard.

## Comments

Your comments can help us design our services.

## Concerns

Telling us your concerns allows us to act quickly to stop small problems becoming big ones.

## Complaints

Even when we are trying our best things can go wrong. If you have a complaint about a service we want to hear about it.

## Making a complaint

**Who can complain?** Anyone who receives services from Nottinghamshire County Council (including adult and children's social care services).

**What can I complain about?** Any service provided or funded by Nottinghamshire County Council.

**What will happen?** Someone from our Complaints Team will get in touch to tell you how your complaint will be dealt with. They will also let you know how long it will take to sort out. A complaints officer may want to talk to you to get a better understanding of your complaint.

## Other complaints

The following complaints are not dealt with by our Complaints Team:

- **Claims** - Requests for compensation are dealt with through our Risk and Insurance team. [risk.insurance@nottscc.gov.uk](mailto:risk.insurance@nottscc.gov.uk)
- **Parking** - Challenges to a Penalty Charge Notice or other parking enforcement issues are dealt with by Notts Parking Partnership through set procedures in accordance with the Traffic Management Act 2004. [parking.enforcement@nottscc.gov.uk](mailto:parking.enforcement@nottscc.gov.uk)
- **Schools** - Complaints about schools should be made through the head teacher or governing body in line with the school's procedures.
- **Tribunals** - Matters that are the subject of court or tribunal proceedings, these will be dealt with as part of the legal processes.

## What you can expect from us

We will let you know how long it will take to respond to you. In most cases, this will be within 20 working days.

If you are not happy with our response, you can discuss the next steps with the Complaints Team.

## Extra support

If you need help or support to make a complaint please let us know. We may be able to arrange for you to have someone to speak for you (an advocate) or practical help such as a loop hearing system, an interpreter or facilities for a guide dog.

## **Data protection**

In order to respond to your complaint, we may need to pass information to other teams within the County Council. We will not share your personal details with anyone outside the County Council unless you agree or unless it is really necessary.

## **Local Government Ombudsman**

Once we have completed our complaints process, if you remain dissatisfied, you can contact the Local Government Ombudsman.

Write to:

Local Government Ombudsman, PO  
Box 4771, Coventry. CV4 0EH

Telephone: 0300 061 0614

Text: 07624 804323

Visit: [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)

## **Contact information**

Phone: 0300 500 80 80  
(Calls cost 3p a minute from a BT landline.  
Mobile costs may vary).

Write to: Complaints and  
Information Team,  
County Hall, West Bridgford,  
Nottinghamshire NG2 7QP

Email: [complaints@nottsc.gov.uk](mailto:complaints@nottsc.gov.uk)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 869598

Phone 0300 500 80 80 if you need the  
information in a different language or format.

Email: [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)