

Have we got it right?

Your feedback is important to us and we encourage you to contact us with your compliments, comments and complaints. We want to learn from our customers and welcome the chance to review and improve our services to you.

Compliments

We would like to hear from you if you are satisfied with a service we have provided, or with the helpfulness of a particular member of staff or team. We will make sure your compliments are passed on to the right person/people.

Comments or Suggestions

We value feedback about our services and welcome suggestions about how we can improve them. We will use customer feedback to help us improve our services and to focus on the needs of our customers.

Complaints

We strive to provide the best possible services but sometimes things can go wrong. When mistakes happen or performance is not satisfactory, we want to hear from you so that we can put it right and prevent it from happening again.

How do I give feedback?

Please:

- use the form on the back page and post back to us.
- visit our website www.fdean.gov.uk and complete a form online.
- send us an email: feedback@fdean.gov.uk
- write to us or visit us at the council offices.
- telephone the Improvement Team on 01594 812607 and let them know you wish to give feedback.

How do I complain?

Stage 1 - Service Level Complaint

This is the first opportunity for us to resolve your dissatisfaction. The majority of complaints will be resolved at this stage, face to face. If this is not possible, the relevant department will look at it and you will get a response within 10 working days. If you are unhappy with this response, you can request your complaint is progressed to stage two.

Stage 2 – Service Level Review

This is where the Group Manager or other designated officer will carry out a review of the complaint within 10 working days. Should you remain dissatisfied with the outcome, you have 28 days in which to request that your complaint is progressed to Stage 3.

Stage 3 – Complaints Panel

The Complaints Panel will review the handling of the complaint and you will receive a response within 28 working days.

- Comments and views about Council Policy, which has been agreed democratically in accordance with the Council's Constitution, cannot be treated as a complaint. You may wish to give us your views as comments or suggestions instead.
- We are committed to equality of opportunity and our aim is to make this procedure easy to use, non-discriminatory and accessible to all our customers.
- We will use the outcome of complaints and any remedial action as a positive method of learning lessons and improving our services.
- Please make an appointment in advance if you want to see a specific officer at the Council Offices.

Customer Feedback Form

Please tick the appropriate box and complete the section below and over the page

Is this a: Compliment?
 Comment/Suggestion?
 Complaint?

Please state which service this relates to (if known)

.....

Your Name:.....

Address:.....

.....

..... Post Code:.....

Daytime telephone number:.....

Email:.....

How did you find our service?

	☺	☹	☹		☺	☹	☹
When visiting the offices I was made to feel welcome.				I understood the response I got.			
The person I dealt with was helpful.				My enquiry was dealt with within a satisfactory time period.			
The person I dealt with was knowledgeable.				Overall, how satisfied are you with the service you received.			

I wanted you to know this, but I do not need a response

Please give me a response in writing

Please give me a call to discuss, on the number above