

Customer feedback

Help us to get it right

Dudley Council tries to provide high quality, affordable services to all its customers. There are times when we do things well, but there may also be times when things go wrong and you are left unhappy or dissatisfied.

We want to hear from you if you have a compliment, comment or complaint about our services. It may be about:

- the kind of services we offer
- the services you receive
- the lack of services
- changes to services
- costs of services
- how helpful we have been

Compliments

The council recognises and greatly values the importance of any positive feedback from the customers we serve. Therefore, we want to hear from you whenever you feel the service you have received merits praise.

Comments

We very much welcome and seek your comments in order to assist us in continually developing and improving our services.



Complaints

If you are not happy with a service then you have the right to complain and be listened to. We will do all we can to resolve your complaint promptly and effectively.

If you make a complaint, we will:

- listen to what you have to say
- respond to you promptly, ensuring you receive a response to the issues you raise
- provide advice and information about how you can pursue your complaint further should you feel you need to do so.

Complaint stages

Informal resolution - wherever possible we aim to resolve complaints at the point of service delivery and as quickly as possible. We encourage customers in the first instance to contact the service they wish to complain about as this provides an opportunity to resolve the matter without making a formal complaint.

Formal resolution - a two stage complaints process

If it is not possible to resolve a customer's complaint informally, the complaint will be investigated through the council's formal procedure.

Stage one - We will acknowledge all formal customer complaints within 5 working days. An appropriate manager will be assigned to investigate the complaint and provide the customer with a response within 20 working days. If the complaint is complex and more time is required to investigate, we will keep the customer informed.

Stage two - If the customer is dissatisfied with the stage one response, they may ask for the complaint to be reconsidered. In order to request a stage two review of your complaint you must be able to show:

- There has been a factual error based on the decision made
- There has been an oversight on a significant piece of evidence
- New evidence has been provided to support the original complaint, which was not included with the original submission

If you're not sure who to contact, please call Dudley Council Plus on 0300 555 2345

If you do not wish to complain yourself, with your permission someone else can do so on your behalf.

If you need help communicating with us, we can arrange this e.g. large print or braille documentation, translation, text relay service, interpreting and sign language.

Local Government Ombudsman

You will be expected to have gone through the council's complaint procedure **before** you make contact with the ombudsman. The Local Government Ombudsman's contact details are:

Call **0300 061 0614**

Visit **www.lgo.org.uk**

Email **advice@lgo.org.uk**

Text "call back" to **0762 481 1595**

Write to **Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH**

The **Housing Ombudsman Service** looks at complaints about registered providers of social housing, Dudley Council is one of these. The service is free, independent and impartial.

Call **0300 111 3000**

Visit **www.housing-ombudsman.org.uk**

Your personal information

Depending on the nature of the complaint, we may need to ask your permission to share the complaint details with other services in order to provide a response.

If you are complaining on someone else's behalf, we will normally have to ask their permission.

Customer feedback form - help us to get it right

To: directorate/service

Your name:

Address:

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..... Post code

Daytime phone number/s:

Email address: Date:

Please tick the appropriate box and provide details here:

Compliment **Comment** **Complaint**

If reporting a complaint, what would you like the outcome of your complaint to be?

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Details of compliment, comment or complaint:

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(Please continue on a separate sheet if needed)

Feedback forms can be returned in person or via post to **Dudley Council Plus, 259 Castle Street, Dudley DY1 1LQ** or by completing a form online at **www.dudley.gov.uk/customerfeedback**