

Ombudsman

If, following our stage two process, you are still not satisfied with our response, you can contact the Local Government Ombudsman:

Address: PO Box 4771, Coventry, CV4 0EH
Website: www.lgo.org.uk
Ombudsman Advice Team: 0300 061 0614

You can also contact your ward councillor or Member of Parliament for advice.

Remedy for formal complaints

We will always try to put things right - and we will do this as soon as possible to minimise the inconvenience to you.

We will acknowledge the fault and apologise, explain what went wrong, what we will do to prevent it happening again and if appropriate, we will also provide a remedy in the form of:

Specific action - all lessons learned (including recommendations for improvement and/or staff training) should be considered and implemented by the appropriate team and any action resulting from the lessons learned should be fed back to the complainant.

Financial settlement and/or refund - reimbursing the person affected (in full or in part) for actual, quantifiable financial loss which has directly resulted from the complaint.

Where it is felt that financial compensation is appropriate we will refer to the Local Government Ombudsman's latest guidance on Good Practice on Remedies. This will be used as a guide in determining the actual amount of financial settlement and these will be paid as soon as possible following the decision to pay.

Complaints

Customer Services

Tewkesbury Borough Council

Gloucester Road
Tewkesbury
Glos GL20 5TT

www.tewkesbury.gov.uk



How to make a formal complaint



advice and information on
how to make a complaint

We aim to deliver all our services correctly the first time. However we know that sometimes things go wrong, and when this happens you should tell us so that we can take the appropriate action.

Please read this leaflet completely before submitting your complaint to make sure we can give the best response.

What does a formal complaint mean?

A complaint is an expression of dissatisfaction that requires a response about the standards of service, actions or lack of action, by the council or its staff.

For example where:

- We have not responded to a service request or we have failed to deliver a service to you.
- The service we delivered did not meet your expectation.
- You were treated in an unprofessional manner.

We take formal complaints very seriously. However, many issues can be resolved without the need to make a formal complaint. These can include:

- Day-to-day service requests or faults (such as missed bins, noise complaints, fly tipping etc) which can be reported through our online report it system or by phoning our customer services team on 01684 295010.
- Services provided by other councils or organisations.

If you need to make a general comment, give feedback or pass on any compliments please use the general enquiries form on our website.

Will you deal with all formal complaints?

Some formal complaints are dealt with under separate statutory procedures, these include:

- Complaints about councillors. Please contact the council's monitoring officer on 01684 295010 or email externalenquiries@tewkesbury.gov.uk
- Allegations of financial impropriety or criminal activity by the council. Please contact the council's Section 151 officer and/or an internal auditor, monitoring officer or chief executive. You can do this on 01684 295010 or email externalenquiries@tewkesbury.gov.uk
- Where there is a separate appeals process, that appeals process should be followed (e.g. licensing, planning or parking fines).
- Complaints about national government policy.

How do I make a formal complaint?

Before using our formal complaints process, please try to contact the service or team at the council that has caused your dissatisfaction to see if an informal solution can be found.

The easiest way to make a formal complaint is online at www.tewkesbury.gov.uk/feedback

Alternatively, complaints can be made in writing to:

Complaints
Customer Services
Tewkesbury Borough Council
Gloucester Road
Tewkesbury
GL20 5TT

We do not accept complaints over the phone, by email or social media.

We treat all complaints with respect and in confidence. Any personal data gathered as part of a formal complaint will be

handled in accordance with the council's Data Protection Policy. We may share some personal data, where necessary, with third parties where it is appropriate for investigating and resolving a complaint.

How will you deal with my formal complaint?

Stage one - investigation by a service manager

We will send you an acknowledgement within two working days of receiving your complaint.

Your complaint will be passed to the relevant service manager for investigation.

We aim to respond fully to your complaint as soon as possible and within 20 working days.

If your complaint requires a lot of investigation then we may take longer but we will always keep you informed.

Stage two - investigation by an independent group manager

If you are not happy with the response we have sent to you, you can ask us to review your complaint again. We will acknowledge your request for a second investigation within two working days

Your complaint will be investigated by an independent group manager who was not involved in the original investigation.

We aim to respond fully to your stage two request for a review as soon as possible and within 20 working days.

If your request requires a lot of investigation then we may take longer but we will always keep you informed.