



COMMENTS, COMPLIMENTS & COMPLAINTS



We want to hear from you!

Putting the customer at the heart of everything we do is the way we work at Blaby District Council.

We always try to get things right first time, but we do recognise that sometimes things go wrong and you might not always be happy with the service you receive.

We would also like to hear from you if you have any comments on the way we do things or if you are happy with the service you have received.

When to use our complaints process

We want to make it easy for you to make your views known. You can:

- Send us an email to **Complaints@blaby.gov.uk**

- Write to the Information Governance Team at: **Council Offices, Desford Road, Narborough, Leicestershire, LE19 2EP**

- Phone us on **0116 272 7678**

- Or complete our online form at: <https://www.blaby.gov.uk/contact-us/standards-feedback-and-complaints/feedback-and-complaints/>

How we will respond to your complaint

We investigate all complaints thoroughly and with an open mind. We acknowledge all complaints within five working days and we will provide you with a reference number.

A member of staff will investigate your complaint and provide a written response within 15 working days. **This is the first stage of the Council's complaint process.**

What if you are unhappy with the response to your complaint?

If you are unhappy with the response you can ask for the complaint to be reviewed by a senior officer who has had no prior involvement in your case. This comprises the second stage of the Council's complaint process.

Local Government Ombudsman

We do hope our processes deal with your complaint to your satisfaction but if you are still unhappy with the way this has been handled you can write to the Local Government Ombudsman at:

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

Telephone: 0300 061 0614 **Fax:** 024 7682 0001

Website: www.lgo.org.uk/making-a-complaint

Not a complaint?

Sometimes the complaint process is not the most appropriate route to address your concerns. If this is the case, we will write to you and explain what statutory or other processes are open to you. For example:

- When you first report a fault, or request a new service
- Where there is a statutory right of appeal

Services not Provided by Blaby District Council

Complaints concerning highways, traffic, schools, education and social care are dealt with by Leicestershire County Council

You can send your complaint in writing to:

**Leicestershire County Council, FREEPOST LE1779 County Hall,
Glenfield, Leicester, LE3 8RB**

Further information is available on their website: www.leicestershire.gov.uk.

Public Sewers and shared drainage matters are dealt with by Severn Trent Water. Please visit their website for more information:

<https://www.stwater.co.uk/>. Or send your complaint to them in writing to:

Severn Trent PO Box 407 DARLINGTON DL1 9WD

For complaints about allotments, cemeteries, community halls and local recreation areas, please contact your local Parish or town Council.

Complaints about a Councillor

Complaints about one of our district Councillors should be directed to our Monitoring Officer by writing to the Council Offices, calling the Council switchboard on **0116 275 0555** or emailing: monitoring@blaby.gov.uk

This form can be made available on request, in other languages and format (large print, Braille or on audio tape) by contacting us:

**Feedback Team
Blaby District Council
Council Offices
Desford Road
Narborough
Leicester
LE19 2EP**

**Tel: 0116 275 0555
Fax: 0116 272 7600
Mini com: 0116 284 9786
Email: Complaints@blaby.gov.uk**

November 2018