

## Customer Feedback Form

If you have any comments to make please use the form below.

### Part 1 Your personal details

Your name:

Address:

Post Code:

Telephone number:

email address:

### Part 2 Your feedback

Is this a Compliment  Comment  Complaint  Date  /  /

Please fold, seal and send using the address printed overleaf.

## Expressing your views

If you would like help to express your views, our staff are happy to assist you or you can arrange for someone else to talk to us on your behalf.

If English is not your first language, we can arrange help with translation and interpreting. We can also help with interpreting into British Sign Language.

## Independent Support

Independent advice is available from your local Citizens Advice Bureaux or Voluntary groups such as Advocacy Alliance.

## Leaflet Information in other formats

If you find this leaflet difficult to read or understand, we can provide it in another format, for example large print, Braille or audio tape, or in another language. If you require assistance please telephone 0800 1692076.

All complaints will be thoroughly and fairly considered, dealt with in a timely manner and used to help make improvements if appropriate.

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**Visit Warwickshire County Council  
website at [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)**

# Customer Feedback

## Help us to get it right

We like to know when we are getting it right and you can help us to improve when we get it wrong.

To do this we need you to tell us how you feel about the service you receive.

**Visit our website at  
[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)  
or  
Complete the form on  
the back of this leaflet**

## Compliments

When we have done something right, please let us know. We will record your feedback and use it to help us build on what we're good at.

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## Comments

If you have a comment or a suggestion about our services then we would like to hear it.

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## Dealing with a Complaint

### On the spot solutions

Please let a member of staff know straight away if you are unhappy about something, so that we can try and put things right immediately.

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## What Happens Next?

If your complaint cannot be dealt with on the spot or you would prefer your complaint to be more formal, it can go through a number of stages.

### Stage One

This will involve an appropriate officer investigating your complaint. You will get a response, usually in writing, within 10 working days.

### Stage Two

If you are unhappy with your Stage One response you are entitled to a Stage Two investigation. A more senior officer will investigate your complaint and provide you with a written report, usually within 25 working days.

### Stage Three

If you are still unhappy with the action taken in Stage One and Stage Two, then you are entitled to a Stage Three investigation. The Corporate Complaints Officer will review your complaint and the responses you have had at Stages One and Two.

*We will always try to learn from complaints and will tell you about any changes we make as a result of listening to your complaint.*

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## Special cases

Certain complaints and representations against policy are not covered by this procedure. They include complaints where legal procedures should be followed (for example, many Social Care issues) and issues where appeal procedures exist (for example, appeals against decisions on planning, or school admissions). Separate procedures also apply for complaints about schools.

## Contacting us

If you would like to make a comment, compliment or complaint, please contact us using one of the following methods:

Tel: 0800 1692076

8:00 am to 8:00 pm, Monday to Friday; and  
9:00 am to 4:00 pm on Saturday

Minicom: 01926 412277

Fax: 01926 476622

email: [customerrelations@warwickshire.gov.uk](mailto:customerrelations@warwickshire.gov.uk)

web: [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)

### In writing to:

The Customer  
Relations Team

PO Box 9  
Shire Hall  
Warwick  
CV34 4RR

You can also speak to someone in person at any of our Warwickshire Direct One Stop Shops. Alternatively please complete the attached form and post it or hand it in to your nearest One Stop Shop.

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In the unlikely event that we have been unable to resolve your complaint through the Corporate Complaints Procedure and you are not satisfied with our final response, in most cases you can make an appeal to the Local Government Ombudsman at:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Telephone: Mon - Fri 8.30am to 5pm, 0845 602 1983

email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Text: 0762 4804323

RESPONSE SERVICE  
Licence No MID 21831



**Warwickshire County Council**  
**Shire Hall**  
**Market Place**  
**Warwick**  
**CV34 4BR**