



Complaints/Comments/Feedback Form

Name:	
Address: (Including Postcode)	
Telephone:	Home: Work: Mobile:
Email address:	
Details of your Complaint, Compliment or Feedback (Please continue on a separate sheet if necessary)	

Have you contacted us before on this issue	
If yes who have you been dealing with?	
What date did you first contact us?	
What action would you like taken	
What is your preferred method of contact?	

DATA PROTECTION NOTICE

In order to investigate your complaint the information you provide, which includes your personal details, may need to be divulged to Council Staff, Contractors and Councillors.

Details of complaints received and the outcomes are reported to some Council Committees. Personal details are not included in the reports.

Details of your full complaint will also be passed to the Local Government Ombudsman or the Housing Ombudsman should your complaint be referred to them.

COMPLETED FORMS SHOULD BE RETURNED TO:-

**The Democratic Services Department
Town Hall
Duke Street
Barrow-in-Furness
Cumbria
LA14 2LD**

Customer Feedback/Complaints Procedure Flow-Chart

Point of Service - Informal

This is the first opportunity for a service to resolve a customer's dissatisfaction

Resolve the complaint informally
If it is not possible to resolve the complaint informally, the complaint will be dealt with formally by a Service Review (Stage 1 Complaint).

Issue resolved
no further action required

Issue not resolved
to the satisfaction of the customer

Stage 1 Complaint - Service Review

This is where the Service Manager will look into a complaint that has not been resolved informally.

Complaint recorded centrally
Service Manager investigates and written response provided within **10 working days**

Complaint resolved
no further action required

Complaint not resolved
to the satisfaction of the customer

Stage 2 (Formal) Complaint

The Departmental Head/Manager will review the complaint and Stage 1 response.

Complaint recorded centrally
Corporate Support Team will acknowledge the complaint within **5 working days**

Complaint investigated by Departmental Head and response provided **within 20 working days**

Complaint resolved
no further action required

Complaint not resolved
to the satisfaction of the customer

Stage 3 Complaint

Director of Resources or Executive Director Review

Director of Resources or Executive Director will review and decide course of action **within 20 working days**

Complaint resolved
no further action required

Complaint not resolved
to the satisfaction of the customer

Local Government Ombudsman

Housing Management Complaints Only
Tenant contacts Designated Person

No resolution

Housing Ombudsman
(Must wait 8 weeks after stage 3 decision if bypassing designated person option)
(Housing Management Complaints only)