

Giving Feedback...

We need your feedback as it helps to know when a service is working well or not so well. Your comments and suggestions can help us to shape and improve services.

We want to hear from you

Compliments

It's good to know when we do things well. We can learn from this to improve other areas of the council. We will pass your compliments onto the service and the people concerned.

Complaints

Despite our efforts sometimes things go wrong. We want to know about it so we can try and put things right and prevent it happening again.

Suggestions

We want your suggestions and comments, these can be used to help improve services.

General support and advice

Should you require any further help or guidance please contact the complaints team who will answer any questions you may have.

A complaint can be made through your local councillor or any other representative with your consent to do so.

An Advocacy Service is provided for children and young people who are wishing to make a complaint about Children's Social Care Services. To access this service and for further information please contact the complaints team directly on 01472 326426/326427 or visit www.nelincs.gov.uk/sayit

Data Protection Statement

Your personal data will be held and used by North East Lincolnshire Council in accordance with the Data Protection Act 1998. North East Lincolnshire Council will not disclose this information to any unauthorised person or body.

However, this information may be used by North East Lincolnshire Council to:

- help improve services
- deal with complaints and comments
- prevent and detect fraud or crime

If you would like this information provided in a different format (Braille, Makaton, another language) please contact the complaints team and they will make the necessary arrangements.

March 2014

NELC 3697

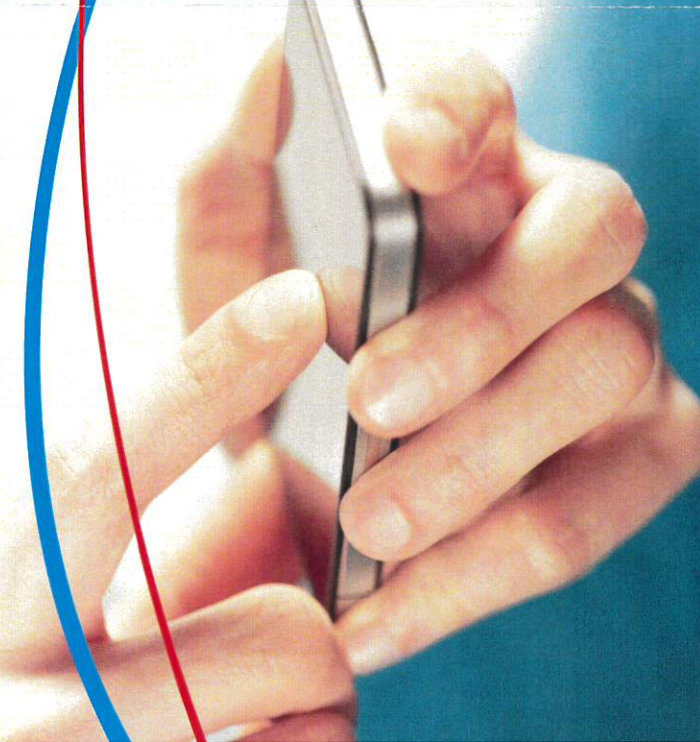
Say It!!

Tell us what you think

Compliments

complaints

Suggestions



How to make a complaint or provide feedback

You can send your feedback in any of the following ways.

- Complete the form on our website at www.nelincs.gov.uk/sayit
- By email Res-customer-services@nelincs.gov.uk
- By phone 01472 326426.
- By text 07730014286.
- Call us to arrange an appointment.
- Complete a feedback form or write a letter and send it to the following address:

Information Governance and Complaints

Municipal Offices

Town Hall Square

Grimsby

North East Lincolnshire

DN31 1HU

How we will deal with your complaint

North East Lincolnshire Council (NELC) aims to resolve problems as quickly as possible to the satisfaction of everyone involved. There are two stages to the complaints process:

Stage 1

- Your complaint will be acknowledged within 2 working days of receipt.
- The issues raised will be forwarded to the responsible service area.
- The service area will aim to respond and resolve your complaints within 10 working

days of acknowledgement, where this is not possible you will be contacted and notified that the timescale has been extended.

Stage 2

- If you remain dissatisfied with the response you received at stage 1 you should inform the council's complaints team, explain why you are not happy and also what the council can do to put things right.
- Your request will be acknowledged within 2 working days of receipt.
- A senior officer within the council will be appointed to carry out an investigation into the issues raised.
- You will receive a response within 25 working days, where this is not possible you will be contacted and notified that the timescale needs to be extended.

What if I am still not happy?

If you have exhausted all stages of the corporate complaints procedure and you remain dissatisfied you can contact the Local Government Ombudsman (LGO). The LGO is an independent body who investigate many types of complaints about councils once they have been through all stages of the council's complaints procedure.

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

**Tel: 0300 061 0614
Fax: 024 7682 0001
www.lgo.org.uk**

Does the corporate complaints procedure cover all services?

A complaint can be made about any service provided by the council where there is dissatisfaction about our action or the standard of service provided.

However, in some cases we are unable to deal with your complaint if an alternative process exists. These may include:

- A complaint that is being dealt with, or was previously dealt with by legal proceedings.
- A complaint where a statutory appeal body or tribunal has been established. For example, planning applications, parking representations and school admissions appeals.
- A complaint relating to other organisations such as Shoreline Housing Partnership.
- A complaint relating to an elected member will be dealt with under the Standards Committee Procedure.
- **Children's Social Care** complaints are handled under a separate procedure
- Complaints about **Adult Social Care** are dealt with by the Clinical Commissioning Group who can be contacted on 0300 3000 550 or on email: nelccg.askus@nhs.net.
- Complaints regarding a school should be directed to the head teacher of the school for them to handle under their own process. A copy of which can be obtained by contacting the school directly.
- Further information can be found in the council's feedback policy available on our website. www.nelincs.gov.uk/sayit