

What do you want to tell us?

continue on separate sheet if necessary

Do you wish to report an incident of hate crime? Yes No

If yes, would you be happy for us to contact you for more details Yes No

What would you like us to do to put things right?

Have you complained about this matter before? Yes No

If yes, please tell us when and whom you contacted

Name

Address

Phone Email

Signature Date

Please place this form and other documents or information you want us to look at in an envelope and send to Tell Us, Tamworth Borough Council, Freepost (BM6842), Tamworth, Staffordshire, B79 7BR (no stamp needed) You can also hand it in at any council contact point.

Data Protection statement: The personal information provided by you on this form will be held on a database by Tamworth Borough Council. We would also like to use this information to consult with you on council services and issues. Do you consent to your information being used in this way? Please tick yes no



Making a Complaint

Putting our Customers First



Tamworth will be an ideal place to live, work and raise your family in the Heart of England

A hand is shown holding a white puzzle piece against a background of other puzzle pieces. The hand is positioned in the center-right of the frame, with fingers gently gripping the piece. The background is a soft-focus image of several interlocking puzzle pieces in various shades of white and light blue, set against a light pinkish-white background. The overall image has a clean, professional feel with a red border at the top and bottom.

Tell us what you think ... Your views are important to us.

We provide a wide range of services for people who live, work and visit the town. If you 'Tell Us' we will learn from your views.

What is a Complaint

A complaint maybe about a lack of response, delays in service delivery, ongoing service problems and / or the behaviour of Council employees. It includes:

- Doing something wrong
- Doing something that we should not have done
- Failing to do something we should have done
- Behaving unfairly, discourteously or discriminatory
- Not carrying out a service to an agreed standard
- Not responding to a request for a service within its stated timescale

You can make a complaint in person, by letter, by telephone, e-mail or fax. Any member of staff will be able to accept your complaint. Complaints can also be made via your councillor.

Say it online

Visit our website www.tamworth.gov.uk where you can complete a complaints form on line

What happens to your complaint

All complaints will be recorded and allocated a unique reference number.

● First Response

We will try our best to put things right when you first contact us. Sometimes we may need to get another officer involved and refer you to someone else. We will tell you who is dealing with your complaint and their phone number. If you are unhappy with the outcome of this you can ask for a Stage 2 Complaint.

● Stage 2 Complaint

These will be acknowledged / or dealt with within 7 days of receipt. (A further 14 days will be given where necessary, allowing 21 days in total). All stage 2 complaints will be dealt with by the relevant Head of Service / Assistant Director. You will always be kept informed of any progress.

Any personal information detailed in the complaint will only be seen by those who need to consider your complaint.

All complaints will be dealt with fairly, consistently, impartially and without malice to anyone who has made the complaint.

If you are still dissatisfied with the outcome, you must identify which parts of the complaint you feel have not been addressed in order for this to be escalated to a stage 3 complaint. This must be done within 21 days of the date on the letter of your stage 2 complaint.

● **Stage 3 Complaint**

These will be heard by Senior Managers within 21 days of your request being received.

The outcome of these complaints will be notified within 7 days of the decision

● **Local Government Ombudsman Investigation.**

We hope to resolve all complaints before they become an issue, however, if you are still dissatisfied, you can ask the Local Government Ombudsman to investigate the complaint. The Ombudsman is independent, impartial and a free service.

You can write to:-

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

Alternatively, you can telephone **024 7682 0000**,
Fax **024 7682 0001** or e-mail: **advice@lgo.org.uk**
The Local Government Ombudsman also has a free Adviceline
which is **0300 061 0614** and the web site address is **www.lgo.org.uk**

Hate Crimes

You can report any hate crimes to us whether relating to the Council or not. A hate crime is any incident which is perceived by the victim to be racist, sexist or homophobic. You can also report a hate crime at www.report-it.org.uk or the Race Equality Council on 01283 510456

If you require this information in another format or language, please phone **01827 709709**, or e-mail **enquiries@tamworth.gov.uk**

Tamworth Borough Council, Marmion House, Lichfield Street,
Tamworth, Staffordshire, B79 7BZ
Telephone: 01827 709709 Fax: 01827 709271
e-mail: enquiries@tamworth.gov.uk

