

**CUSTOMER COMPLAINTS PROCEDURE**

**HOW TO MAKE A FORMAL COMPLAINT**

**Stage One – Initial complaint**

The Council allows for complaints to be dealt with directly by the service department in the first instance. You should make contact with the Director of the relevant department, outlining your complaint. You may do this in writing, using a complaints form, via the internet, [www.broxtowe.gov.uk](http://www.broxtowe.gov.uk), in person or by telephone.

You should expect a written acknowledgement of the receipt of your complaint within three working days. That letter will detail who will be reviewing your complaint and when you should expect a response.

As soon as the Director of the relevant department has thoroughly investigated your complaint you will receive a written reply from the Council. You can normally expect a reply after 15 working days. Where the matter involved is complex, more time may be needed and you will be kept informed of our progress and the reasons why more time is needed.

**Stage Two – Formal investigation**

If, after receiving this written reply you remain dissatisfied, you may request that your complaint be referred to the Complaints Department. Please complete a complaints form or write a letter of complaint and either hand it to a member of our reception staff or send it to: Complaints, Broxtowe Borough Council, Council Offices, Foster Avenue, Beeston, Nottingham, NG9 1AB. Should you require any assistance to complete the form our reception staff will be happy to help.

You will receive an acknowledgment of the receipt of your complaint within three working days. If it is deemed necessary, that letter will invite you to meet with the Council's Complaints Officer to discuss your complaint with you in more detail. Your complaint will then be reviewed thoroughly and independently of the service department involved, and you should receive a reply within 20 working days. Where the matter involved is complex, more time may be needed and you will be kept informed of our progress and the reasons why more time is needed.

### Remedying complaints

Should your complaint be found to be justified, then the Council will offer you the appropriate redress. Our aim will be to restore you as far as possible to that position which you would have been in had things not gone wrong. This will include:

- \* an unreserved apology for any distress and inconvenience caused
- \* an explanation of why things went wrong
- \* an assurance that our systems and services will be reviewed in order to try and prevent the same thing happening again
- \* an update of what action has been taken to put things right

### Compensation

Any organisation is likely to make occasional mistakes in its dealings with its customers and the Council is no exception. We accept that there may be the odd occasion when mistakes will cause additional expense or financial loss to you.

In these cases, the question of compensation will need to be considered. Our commitment to serving the residents of Broxtowe demands no less. Equally, because the Council is dealing with public funds, it must also make certain that it meets only deserving claims that can be fully justified.

### Stage Three – Local Government Ombudsman

If having received the Council's response, you are still unhappy, you may be able to refer your complaint to the Local Government Ombudsman. This procedure should only be used as a last resort when all the usual channels of communication have failed. Full information on how to begin this process is available from the Borough Council Offices.