

How to make a complaint

On-line complaints form: www.torbay.gov.uk/complaints

Email: complaints@torbay.gov.uk

Phone: the relevant service area by calling our main switchboard on 01803 201201

In person: at one of our Connection Offices

Torquay Town Hall,
Castle Circus,
Torquay,
TQ1 3DS

Paignton Library &
Information Centre,
Great Western Road,
Paignton,
TQ3 5AG

Brixham Town Hall,
New Road,
Brixham,
TQ5 8TA

Alternatively visit any of Torbay Council's reception areas.

By letter: Letters should be addressed to the relevant service area or to the Information Compliance Team at:

Torbay Council, Town Hall, Torquay, TQ1 3DS

who will ensure your complaint is passed to the correct department

This document can be made available in a range of languages, on tape, in Braille, large print and in other formats. For further information please contact 01803 207081.



1302/0811

Complaints Procedures

We want to hear your views

www.torbay.gov.uk



At Torbay Council we work hard to provide you with the best possible service. If you are dissatisfied with the council's action, lack of action or standard of service, we want to hear from you. We see your comments and complaints as an opportunity to help us improve the services we provide. We would also be pleased to hear from you if you have any suggestions or compliments.

How to make a complaint

A complaint can be made by using our online complaints form at www.torbay.gov.uk/complaints, by email, in person, by phone or by letter. Alternatively, please fill in the form included with this leaflet. The complaint will be passed directly to the service you are unhappy with, as they are in the best position to put things right quickly.

How we deal with your complaint

There are three stages to our corporate complaint procedures but we endeavour to sort out most problems as quickly and easily as possible.

In some instances your complaint may be handled differently and we will inform you if this is the case.

Stage 1

Many problems can be put right straight away. However, if this is not possible we will acknowledge your complaint within five working days. We aim to provide you with a response within ten working days. If we cannot reply to you within ten days we will give you the reason why and let you know when you can expect us to contact you again.

Stage 2

If you are unhappy with the response you receive and wish to take it further, you should contact the Information Compliance Team within 25 working days.

Your request should include details of what issues you are still unhappy about and what you think we should do to put things right. The Information Compliance Team will appoint a Senior Officer within the relevant service area who will arrange for your complaint to be investigated and a written reply sent within 25 working days. If we need longer to look at your complaint we will let you know.

Stage 3

If you are still unhappy about the way we have handled your complaint you can ask the council to review your case. The Customer Advocacy Manager or a senior officer from a service area not involved with your complaint, will review the investigation and the responses to your complaint. The assigned officer will write to you within 25 working days to advise you of their findings and any changes to our original decision. If more time is required to fully consider your complaint we will let you know.

If you feel the problem is still not resolved

If you are still not satisfied after we have investigated and reviewed your complaint, then you can refer your complaint to the Local Government Ombudsman. A leaflet produced by the Ombudsman entitled 'Complaint about the Council?' is available at our Connections offices. Alternatively you can contact the Ombudsman direct at:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Telephone: **0845 602 1983** or **0300 061 0614**
Fax: **024 7682 0001**
Email: advice@lgo.org.uk
Web: www.lgo.org.uk