

How to make a complaint

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

Email: customer.feedback@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 Town Office, 56 Palace Avenue, Paignton, TQ3 3HZ	Brixham Town Hall, New Road, Brixham, TQ5 8TA
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Alternatively visit any of Torbay Council's reception areas.

By letter: Letters should be addressed to the relevant service area or Feedback Manager who will ensure your complaint is passed to the correct department and addressed to:

Torbay Council

Town Hall

Torquay,

TQ1 3DS

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.



4736/09/06

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 to make a comment, suggestion or compliment

You can make a comment, suggestion or compliment by using our online feedback form at **www.torbay.gov.uk/feedback** or by completing our feedback form available at any of our reception areas. Alternatively please get in touch with the council by email, in person, by phone or by letter.

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, giving you details of the officer who will be responding to your complaint. 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 let the person who has been dealing with your complaint know 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 head of service will arrange for your complaint to be investigated and we will aim to give you a written reply 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 Corporate Feedback Manager will appoint either the Customer Service Advocacy Manager or a senior officer from a service area not involved with your complaint, to review our investigation and our 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 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
The Oaks No 2, Westwood Way,
Westwood Business Park
Coventry CV4 8JB
Telephone: **024 7682 0000**
Fax: **024 7682 0001**
Email: **enquiries.coventry@lgo.org.uk**
Web: **www.lgo.org.uk**