Are you

Making a comment ❑ Passing on a compliment ❑

Passing on a complaint ❑

Comments, Compliments and Complaints

Please attach additional page if required

We aim to make sure that our complaints system is open to everyone who wishes to complain, to help us make sure this is the case, we would like you to tick the boxes below that apply to you.

Please note that completion of this part of the form is optional and if you prefer not to give this information, please leave this section blank, or only fill in the information you are happy to provide.

Ethnic Origin:

Asian or Asian British ❑ Chinese ❑

White ❑ Other ❑

Black or Black British ❑ (please state).....

Gender:

Male: ❑ Female ❑

Disability:

Disabled: ❑ Not disabled ❑

COMMENTS COMPLIMENTS & COMPLAINTS

Why we want to hear from you

Leicester City Council is committed to providing a high standard of service to all its customers.

As part of our continuing effort to improve the services we provide, we need to know when you are dissatisfied with the service you have received.

We would also like to know when we 'get it right' so that this standard can be maintained, and welcome any suggestions you may have on how we can improve our services.

If you would like to pass on a comment, compliment or complaint, the information contained within this leaflet will be of assistance to you.

tel: 0116 252 7000

Leicester City Council

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How Leicester City Council's complaints procedure works

Stage 1 – Making a complaint

A complaint can be made via the Internet, by telephone, in person, by letter or by using this form. An acknowledgement will then be sent to you within 24 hours of receipt telling you the name and telephone number of the person to be contacted in the event of any further queries on your complaint.

If we can, we will sort out your complaint straightaway, but sometimes we may need a little longer to investigate and reply. We will however send a reply in writing to you within ten working days or let you know when you can expect to hear from us.

Please note that where a statutory procedure or a formal appeals mechanism is in place, related complaints must be pursued via the statutory procedure and not the councils complaints procedure e.g. Housing Benefit Appeals Tribunal.

Stage 2 – Not satisfied with our response

If when we respond you are not happy with the way we have dealt with your complaint, you may ask for it to be reviewed by a senior manager, from a different section to the one you're complaining about. You should expect a response within 20 working days.

It is hoped that Leicester City's Complaints Procedure will quickly resolve any problems you may have. However, should this not be the case then you can refer your complaint to the Local Government Ombudsman.

Information on "How to complain to the Local Government Ombudsman" can be found at http://www.lgo.org.uk/complain or by picking up a copy of the leaflet from any of the Council's main access points.

How to contact us

1. Write to us (using this form if it helps) and send it FREEPOST to the address stated below.

   Comments, Compliments & Complaints
   Customer Services
   Resources Department
   Leicester City Council, FREEPOST (LE985/33)
   New Walk Centre
   LEICESTER LE1 7ZP

2. Via the Internet at http://www.leicester.gov.uk/contact us

3. By phoning the City Council's Customer Service Line on 0116 252 7000.

4. Visit us at one of the Council's Customer Service Centres or at any Council Office.

Please note that if you want to complain about our Social Services function, or about a School or College details of what to do can be obtained by contacting (0116) 252 7000 or via the Internet at www.leicester.gov.uk

Data Protection

The details you provide will only be used to contact you about this complaint.

Name: .....

Address: .....

.....

.....Postcode: .....

Telephone: .....

Signature: .....Date: .....

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