

Redditch Borough Council

Comments
compliments
complaints

REDDITCH BOROUGH COUNCIL



*making
a
difference*

www.redditchbc.gov.uk

Why we want to hear from you

Redditch Borough Council believes in listening to your views and responding through the provision of quality services which meet your need.

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 like to know when we 'get it right' so that the standard can be maintained.

How to contact us

Telephone us on 01527 64252

Call in at any Council offices and speak to any member of staff.

Use the form in the middle of this leaflet.

E.mail us at worcestershirehub@redditchbc.gov.uk

All about you...

Name

Address

..... Postcode.

Tel. No

signature date

Monitoring Form

You do not have to complete this section below however it would be useful for us if you did.

I would describe my ethnic group as:

- 1** White
British
 Irish
Any other white background
(please write)

- 2** Mixed
White & Black Caribbean
White & African
White & Asian
Any other mixed background
(please write)

- 3** Asian or Asian British
Indian
Pakistani
Bangladeshi
Any other Asian background
(please write)

- 4** Black or Black British
Caribbean
African
Any other black background
(please write)

- 5** Chinese or other ethnic group
Chinese
Other ethnic group
(please write)

I would consider myself to have a disability:

yes no

I am:

male female

My age group is:

16-24 45-54
25-44 55+
35-44

Have you made a complaint about this problem before?

no yes

If yes, please state when and where you complained.

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Reference number if known

Complaint

Your complaints are our concern!

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What would you like us to do to resolve your complaint?

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How would you like us to contact you?

phone email letter

Compliment and Comment

Tell us what you like!

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Please write the name of the Service about which you are making your complaint.

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FOLD A

BUSINESS REPLY SERVICE
Licence No BM 2699

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Redditch Borough Council
Town Hall
Alcester Street
Redditch
B98 8BR

FOLD B (tuck into A)

How it works

How the complaints procedure works

We aim to resolve all of your enquiries and issues at the first point of contact where possible. You can contact us by telephone on (01527) 64252, email us at worcestershirehub@redditchbc.gov.uk go to our website at www.redditchbc.gov.uk or visit us at your local one stop shop.

However, if you are dissatisfied with the service or response you have been given, you can:

- Stage 1** Ask for the issue to be investigated by the relevant head of service/directors who will investigate your complaint.
- Stage 2** If you are still dissatisfied the chief executive can reinvestigate your complaint.
- Stage 3** If you are still unhappy, you can ask for your complaint to be looked at again by a panel of councillors.

Stage 1-2: Complaints should be acknowledged within 2 days and a full response sent within 10 working days.

The Local Government Ombudsman

The Local Government Ombudsmen investigate complaints of injustice arising from maladministration by local authorities and certain other bodies.

A complainant must give the council the opportunity to deal with a complaint against it first. It is best to use the council's own complaints procedure. If the complainant is not satisfied with the action the council takes, he or she can make a written complaint to the Local Government Ombudsman or ask a councillor to do so on their behalf.

Leaflets are available in all One Stop Shops or telephone 024 7682 0000

Any Questions

If you want more information, help or further copies of this leaflet call into Redditch Town Hall or One Stop Shops at Winyates, Batchley and Woodrow Centres or telephone (01527) 534166. A copy of this leaflet is available in large print or on cassette

آپ انگریزی میں مدد چاہتے ہیں۔ نسلیاتی رسائی

[Ethnic Access] سے رابطہ کریں ٹیلیفون: 01905 25121

ইংরেজি ভাষার বিষয়ে সাহায্য চান – এথনিক অ্যাকসেস [Ethnic Access]

এর সঙ্গে যোগাযোগ করুন, টেলিফোন: 01905 25121

'Potrzebujesz pomocy z Angielskim – skontaktuj się z

Ethnic Access Tel: 01905 25121'

Copies of Council publications can be made available in large print, Braille or audio cassette. Call 01527 64252 ext 3002

We also use Language Line ask any member of staff.