



# Your Views ?

How to compliment, comment or complain about services from Stratford-on-Avon District Council



To obtain a copy of this leaflet in a format better suited to your needs please call 01789 267575



# Complaints about Stratford-on-Avon District Council

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**This leaflet explains how to make a complaint, and tells you how we will respond.**

## What will be treated as a complaint?

When we are informed of a problem, we aim to put it right. For instance, we will arrange to collect unemptied bins within 24 hours.

More complicated issues or those where you believe services have been seriously flawed in delivery/non-delivery will be investigated as complaints.

The authority defines a complaint as:

*'An allegation that through action or inaction the Council, or any of its staff, failed to deliver a service in accord with the Council's policy or agreed standards of service.'*

Dealing with a complaint is not in itself an appeal against a decision made by the Council or its duties. For instance, criticism of a planning decision or an appeal against a parking fine would not be treated as a complaint, unless in dealing with the original work the proper procedure was not followed by the Council.

## How long does it take to get an answer?

We will normally write to you within 5 working days of receiving your complaint, in order to let you know how it will be dealt with.

In most cases we will then write to you within another 10 working days to answer your complaint.

Whilst the Council has explicit target timetables for dealing with complaints, it is acknowledged that given the complexities of some complaints, a resolution may not be possible within these times. If this is the case you will be kept informed of progress and the anticipated timetable for resolving the complaint at the earliest possible stage.

# Compliments or Comments about Stratford-on-Avon District Council

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**We would like to hear your experiences of services or staff who were particularly helpful to you. This provides information about the things you appreciate most, which we can use to try and improve our services.**

**Please send the form to the appropriate department of the Council:**

Stratford-on-Avon District Council  
Elizabeth House  
Church Street  
Stratford-upon-Avon  
CV37 6HX

website: [www.stratford.gov.uk](http://www.stratford.gov.uk)

E.mail: [comments@stratford-dc.gov.uk](mailto:comments@stratford-dc.gov.uk)

If a complaint has already been considered but you were not satisfied with the conclusion reached, the form should be sent to the Chief Executive at the same address.

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## What happens after you've made a complaint?

When we tell you how your complaint will be dealt with, you will be informed who is investigating the complaint. You will also be given a unique number which should be quoted if you need to contact us again about this matter.

All relevant facts will be gathered and one of the Council's Heads of Service will review these facts and determine the outcome of the complaint. We will then write to inform you of this outcome, which will be one of 3 judgements:

### **JUSTIFIED AND CORRECTIVE ACTION REQUIRED**

- complaint upheld and action is to be taken to correct it.

### **COMPLAINT UNJUSTIFIED BUT POLICY NEEDS REVIEW**

- The service has been provided in line with the Council's policies and service standards. However it has highlighted problems with those policies or standards and they will be reviewed.

### **UNJUSTIFIED**

- complaint rejected.

## What happens if you're not satisfied with the result?

If you are not satisfied with the conclusion reached you may ask the Chief Executive for it to be reconsidered. This will only be done if the matter has already been investigated by the department involved, unless the Chief Executive determines the allegations are sufficiently serious to warrant immediate treatment at a corporate level.

This second consideration will normally be carried out by one of the Council's Heads of Service.

Following the Heads of Service investigation, if you still believe you have suffered injustice as a result of maladministration which has not been resolved you are entitled to refer the matter to the Local Government Ombudsman.

Leaflets about the Ombudsman service are available at the Council's main public offices, or by telephoning 01789 260101.

# We want to hear from you

## Use this form to make a:

(please tick as appropriate)

Compliment

Comment

Complaint

## ABOUT YOU

You don't need to give your name and address if you are making a suggestion or comment but we do need your name and address if you wish us to respond. Please use BLOCK CAPITALS.

Name: .....

Address: .....

TELEPHONE Home: .....

Work: .....

E.mail: .....

Stratford-on-Avon District Council will use the information you provide on this form for administration of its complaints procedure. The Council will show the information you provide to such of its employees and agents as need to see it to achieve the purpose stated above. Your information will not be disclosed other than within the District Council's notification under the Data Protection Act 1998, unless the law allows us to do so.

In order to monitor whether we are providing services equally it would helpful if you could indicate your cultural background:

### White

British

Irish

Any other white background

### Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other mixed background

### Black or Black British

Caribbean

African

Any other Black background

### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background

### Chinese

Chinese

### Other Ethnic group

Any other group

**COMPLIMENTS OR COMMENTS:**

Please provide details in the box below.

**COMPLAINTS**

Which service do you wish to complain about?

.....

Have you previously complained to us about this matter? Yes/No

If Yes, please give reference number: .....

Please indicate here if you think you have been discriminated against by the Council or its services because of race, sex, disability, age, religion or sexuality.

.....

**DETAILS OF YOUR COMPLIMENT, COMMENT OR COMPLAINT:**

Please continue on a separate sheet(s) if necessary.

Signed: .....

Date: .....



Elizabeth House, Church Street  
Stratford-upon-Avon CV37 6HX  
Telephone 01789 267575  
Facsimile 01789 260007  
Minicom 01789 260747  
DX700737 STRATFORD-ON-AVON 2  
website www.stratford.gov.uk

