

Horsham District Council
Feedback form

Your name

Your address

Postcode

Your contact no Email

Name of the service that you would like to tell us about:

.....

Please use the space below to give us details of your:

Suggestion Compliment Complaint

Have you made this suggestion, compliment or complaint before?

Yes No

If 'yes' please give the details of the previous contact, when you made it and to whom.

.....

.....

What could we do to put things right?

.....

.....

.....

Your signature

Date

*For a full copy of the Council's complaints procedure, please see our website,
www.horsham.gov.uk
ask one of our Receptionists or contact the
Complaints and Information Officer on 01403 215470.*

If you would like this document in large print, Braille, on tape or
in another language please contact us on:

Tel: 01403 215470
Fax: 01403 262985
Email: contact@horsham.gov.uk



Comments, Compliments and Complaints

A guide on how to make comments, compliments
and complaints about Horsham District Council



Tell us what you think

At Horsham District Council, we want to know what you think about us, about our services and the way we deliver them. This helps us to improve and change to serve you better.

We positively welcome suggestions for improvement and change and we would also like to know if you have received a particularly good service so we can pass on your comments to the relevant staff. We all enjoy compliments when they are deserved and they help encourage us to do even better next time. Please use the contact details in this leaflet to tell us what you think.

Our commitment to you

Horsham District Council is committed to delivering high quality services and to respond to the wishes and needs of the customers which we serve. We aim to provide our customers with high quality services, but from time to time things may go wrong or we may not meet your expectations. By telling us where we've gone wrong, you can help us to put things right and improve our services for everyone.

Please do not worry about making a complaint, it will not be held against you and you will not be treated adversely for having made a complaint.

Complaints

There are 3 stages to our complaints procedure.

Stage 1

If this is the first time you have complained about a particular issue, please fill in the attached feedback form. Alternatively you can contact us

- By emailing to yoursay@horsham.gov.uk
- By completing the online form at www.horsham.gov.uk
- By telephoning our Complaints and Information Officer on 01403 215470
- By contacting your District Councillor

Your complaint will be dealt with by the Case Officer responsible for the service.

Stage 2

If you are unhappy with the case officer's response, please ask for a Head of Service or Director to review your complaint. Tell us why you are not satisfied and that you think we need to do to put things right.

At each stage we will acknowledge your complaint within 3 working days and provide a full reply within 10 working days. If we can't meet this timescale, we will write to you and explain why.

Stage 3

If you are dissatisfied with the Head of Service or Director's response, you can request that the Chief Executive reviews your complaint.

Local Government Ombudsman

You have the right to complain to the Local Government Ombudsman service if you are not satisfied with our response.

The Local Government Ombudsman services is independent, impartial and free. However, it will usually investigate your complaint only after you have given us the chance to deal with it ourselves first.

To complain to the Local Government Ombudsman please 'phone its Advice Team on: 0300 0510614 or see its website at www.lgo.org.uk

You can also find more details in its leaflet "Complained to the Council? Still not satisfied?" which is available from the Council offices and Help Points.

District Councillors

You can get help with making your complaint from your Horsham District Councillor. If you would like a Councillor to represent you we recommend that you give them your permission to do so in writing. You can find the name of your local Councillor by:

- Visiting our website at www.horsham.gov.uk/your_council
- 'Phoning 01403 215470
- Emailing us at yoursay@horsham.gov.uk
- Visiting the Council Offices: Horsham District Council, Park North, North Street Horsham, RH12 1RL
- Visiting the Council Help Point in Storrington or Horsham Library.

For a full copy of the Council's Complaints procedure, please see our website, ask one of our Receptionists or contact the Complaints and Information Officer on 01403 215470.

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