



Derby City Council

Have your say



Making a comment, compliment or complaint

This leaflet explains what happens if you:



- Make a comment about our services



- Give us a compliment. This means when you tell us when we have done something well



- Make a complaint



We want you to be happy with our services.

We want you to tell us:



- What we are doing well
- What we need to improve

How to make a comment, compliment or complaint

Get in touch with us by:



- The website: **www.derby.gov.uk/customerfeedback/**



- Phone: **01332 643498**



- Minicom: **01332 640666**



- Text: **07812 300571**



- In writing:
**Customer Feedback
Derby City Council
The Council House
Corporation Street
Derby DE1 2FS**



- Coming to see us at:
**The Council House
Corporation Street
Derby DE1 2FS**



- Completing the form on pages 11 and 12

What happens if I want to complain?



We need to know if you are unhappy about:

- The way you are treated
- Services that you get from us



We want to make things better.



You can discuss the problem with a friend or family member. They may be able to sort things out for you.



If you don't feel you can talk about it you can make a complaint.



Page 3 shows you how to contact us.

Is there anyone else I can talk to?



You can ask a friend or family member to help you make your complaint.



You can also ask an independent person to speak on your behalf, sometimes known as an advocate.



If you would like more information about the support available please contact:



Email:
customer.feedback@derby.gov.uk



Telephone: **01332 643498**

How will the Council respond to my complaint?



We aim to write to you with an answer to your complaint within 10 working days.



If your complaint is about children's or adult social care, this may take a little longer, maybe up to 20 working days.

If we need longer than 20 working days we will write and tell you.



What if I'm not satisfied?

If you're not happy with our answer, you can appeal and ask us to take another look.



If you do, a senior manager will look at your complaint. They will send a letter or email telling you their answer within 20 days.



We need more time if your complaint is about social care.



1. Children's social care

If your complaint is about to children's social care, the senior manager may take up to 65 working days.



If you are not happy with their reply, you can ask for a Children's Complaints Review Panel Meeting.



The Panel is made up of three independent people who will look at your complaint and how the Council has dealt with it. You will be asked to go to this meeting.



2. Adult social care

If your complaint relates to adult social care we aim to answer your appeal in 45 working days.



Still not satisfied?

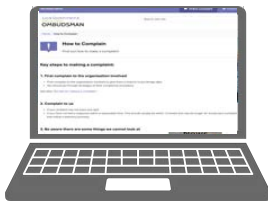
If you are still not satisfied, you can complain to the Local Government Ombudsman.



The Local Government Ombudsman is a free service that looks into complaints about councils.

You can contact the Ombudsman at:

- Website: **www.lgo.org.uk/making-a-complaint**
- Telephone: **0300 061 0614**
- Text: **0762 480 3014**



For more information, see our Customer Feedback Policy at:
www.derby.gov.uk/customerfeedback/

How is your information used?



We will have to ask you for some personal information.

Who will your information be shared with?



Your information will only be given to people who need it to deal with your complaint.



The information you provide may be shared with other people who may be involved with you.

For more information about how your personal information will be used, please either:



Look at the website:
www.derby.gov.uk



Write to us at:

**Contact Support Team
Business Support
Derby City Council
Council House
Derby
DE1 2FS**



Email:
contact.support@derby.gov.uk



Telephone: **01332 640825**

Comments, compliments and complaints form - page 1



Your name



Your address

If you are writing for someone else, please tell us how you know them

Telephone number

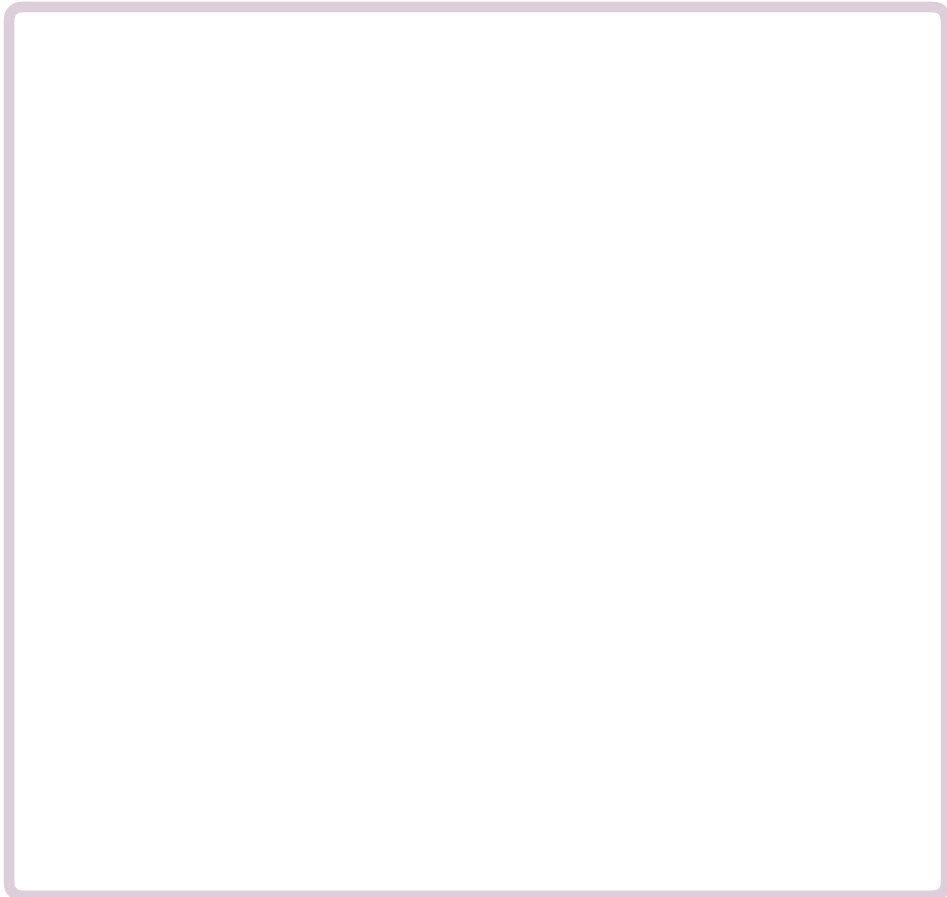


Email



Comments, compliments and complaints form - page 2

What is your comment, compliment or complaint ?

A large, empty rectangular box with a thin purple border, intended for the user to write their comment, compliment, or complaint.

You can hand this form in at any **Derby City Council** reception desk or post it to:



**Customer Feedback,
Derby City Council,
Council House,
Corporation Street,
Derby DE1 2FS**