

Hull City Council - Corporate Customer Feedback Process

Whether we're good, bad or indifferent, we want you to tell us where we are going wrong as well as when we are doing a good job. The Council takes feedback seriously and is committed to learning from customer feedback in order to improve its services. Hull City Council also welcomes petitions under its Petitions Scheme.

Please note that feedback regarding Children and Young People's Services, Schools and Adults Social Care is dealt with under separate procedures.

You can submit your corporate feedback to us in any of the following ways:

- Online, by completing and submitting the customer feedback form on our website <http://www.hull.gov.uk>
 - Search for "Customer Feedback & Complaints," and click on the link or
 - At the bottom of the main home page click on the orange "Contact Us" button and click on the link for Customer Feedback Scheme
- By telephoning the Council's Contact Centre on 01482 300 300
- By visiting one of the Council's Customer Service Centres or Information Points
- By writing to: FREEPOST RSJC-KKBE-ABXZ, Customer Feedback Team, PO Box 15, HU1 2AB

Compliments

When we get a compliment we will make sure it is passed to the right people. We will tell you when we have done this.

Suggestions

We welcome your suggestions as to how we can improve the services we deliver to you. If you complain about why we do things, not what we do, we will treat this as a suggestion and not a complaint.

When you make a suggestion we will

- Make sure it reaches the right people to look at it
- Tell you when it was sent to them
- If applicable, we will provide you with a response regarding any action we may take as a result of your suggestion.

Please note that we may publish compliments and suggestions in some of our publicity. We will not publish your details if you ask us not to.

Complaints

Our definition of a complaint is:

“An expression of dissatisfaction about a Council Service – whether that service is provided directly by the Council or by a contractor or partner – that calls for a response.”

When dealing with your complaint we promise we will

- Keep you informed
- Treat you fairly
- Look into your case fully and properly

If this is the first time you are reporting an issue to us, we may decide to treat this as a request for service or as a concern.

You should make us aware of your complaint within 12 months of the incident happening or within 12 months from when you first became aware that you had reason for complaint. If your complaint is received later than this, we may not be able to be fully investigate it. The time limit may be extended at the discretion of the complaints manager where there is a very good reason for the delay. Where late complaints cannot be accepted we will tell you and explain why. If possible we may make an alternative response to help regarding any outstanding issues. We would request that you treat the Council and its employees with dignity and respect when submitting complaints and feedback. We reserve the right to cancel any complaint that contains excessive foul and abusive language.

What happens to my complaint?

Stage 1

We will let you know we have received your complaint within 3 working days and aim to send a full response within 10 working days.

If we need more time or signed permission from the complainant if you are complaining on someone else's behalf, we will tell you when we expect we can answer in full.

When you have received our response, if you are happy or if we do not hear from you within 28 days we will close the complaint

Stage 2

If you are not happy tell us why. We will then consider whether a different person should look at your case again. You **must** provide reasons or further information in order for us to progress your complaint to stage 2.

We assess your stage 2 complaint request against the following criteria

- Has any new information or reasons been provided as to why a Stage 2 complaint should be accepted?
- Has the Stage 1 response answered all matters raised in the original complaint?
- If any fault was found at Stage 1, have we put things right and apologised if appropriate?
- Has there been any excessive time delays which were not communicated or explained to the customer?
- Has the Corporate Feedback process been followed correctly? e.g. sending responses on the correct letter template
- Does the Stage 1 response meet the standards expected in terms of quality?
- Seriousness of the matter being raised.
- Specific request from the Service Area concerned stating they wish to progress the complaint to Stage 2.

We will let you know within 3 working days If your complaint is to be accepted for escalation to Stage 2 We aim to send a full response within 20 working days. If we need more time we will write to you saying when we expect we can answer in full.

When you have our full answer, if you are happy your complaint is resolved, or if we do not hear from you within 28 days, we will close the complaint.

After Stage 2

You can end your complaint under the Council's procedure and take steps to contact the Ombudsman relevant to your case (see Ombudsman section below for contact details) **OR** in some cases you can request for a panel of elected Members to look at your complaint.

Member Panel Request

If you are still unhappy after Stage 2 you can request that a panel of elected members look at your complaint. Please be aware that not every case can go in front of a panel. Your request will be looked at carefully and assessed to see if it meets one or more of the following criteria:

- A Council policy has not been properly or fairly applied and this has not been corrected

- The procedures operated by the Council are inadequate or inappropriate and reasonable improvements have not been made
- There has been an operational failure which has not been resolved or is being repeated
- The complaint highlights a serious situation or significant errors that need to be brought to the attention of members in order to get an independent view of what has happened.

Please note

- It will not be appropriate for a panel to consider any matter that has been decided by or is for a more appropriate body
- A Member Panel is not able to overrule the professional judgement of a qualified specialist.

You will be told within 20 working days if your case can or cannot go before a panel. If it is decided it can, you will be invited to state your case and you can bring a friend or family member. You do not have to come in person. You will usually be given an outcome at the end of the meeting.

When you have our answer, if you are happy that your complaint is resolved, or if we do not hear from you within 28 days, we will close the complaint. This now ends the Council's complaints procedure.

The Council is committed to providing a fair and reasonable complaints service and to making it as accessible as possible. If any complainants, through the nature or frequency of their contact with the Council, behave unreasonably and hinder the consideration of their own or other people's cases and have significant resource issues for us, the issues and appropriate access points will be considered on a case by case basis.

Still dissatisfied after the Council's Complaints procedure has finished?

You can contact the Local Government & Social Care Ombudsman (LGSCO) to ask them to review your complaint. The LGSCO investigates most complaints about the Council

**The Local Government & Social Care Ombudsman: P O Box 4771,
Coventry, CV4 0EH**

Tel: 0300 061 0614

**Fax: 024 7682 0001 Text 'callback' on: 0762 480
4299**

Website: www.lgo.org.uk

N.B Please note that on occasion there are complaints the LGSCO cannot or will not be able to investigate. In such circumstances, the LGSCO will explain clearly if this is the case and the reasons why this decision has been given.

OR

If you are a **tenant** complaining about the **Council landlord services**, you can contact:

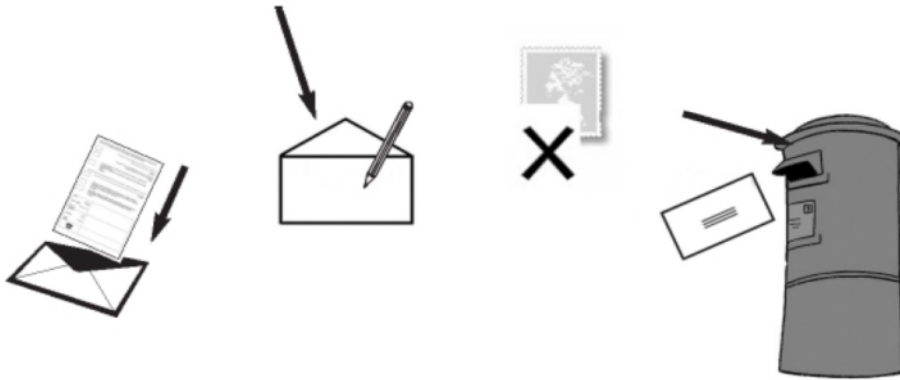
- Your local independent Tenants' Complaint Panel
- Or you can contact the Housing Ombudsman directly
- **The Housing Ombudsman Service: PO Box 152, Liverpool, L33 7WQ**
Tel: 0300 111 3000
Website: <http://www.housing-ombudsman.org.uk>

Please note:

The Ombudsman will not normally consider a complaint which has not completed the Council's complaints procedure. You can approach either Ombudsman at any time during your complaint for help and advice.

If you would like this document in your language please tick the box and send it in an envelope to:

- Polish Jeżeli chciałbyś otrzymać ten list w swoim języku, to proszę odhaczyć ramkę i wysłać w kopercie na adres:
- Arabic إذا رغبت الحصول على نسخة من هذه الرسالة مترجمة الى لغتك, من فضلك ضع إشارة في المربع وضعها في ظرف و أرسلها الى العنوان التالي:
- Kurdish ئەگەر ئەم نامەيەت دەوێت بە زمانی خوێت تکایە نیشانە لە چوارچێوەکە بدە وە لە زەرڤێکی نامەدا بێنێره بۆ:
- Russian Если Вы желаете получить это письмо на родном языке, пожалуйста отметите с крестиком в клетке, положите в конверт и посылайте по адресу:
- Mandarin 如果您想要一份是用您的母语写成的这封信, 请在空格内打钩, 并把这张纸装入信封 (免贴邮票) 寄到下列地址:
- Farsi اگر این نامه را به زبان خودتان میخواهید, لطفاً مربع مربوطه را علامت زده و آنرا داخل یک پاکت نامه گذاشته و به آدرس پستی رایگان زیر پست کنید:
- Turkish Bu mektubu kendi dilinizde isterseniz, lütfen kutuyu işaretleyip zarfın içinde adrese gönderiniz:
- Bengali আপনি যদি এই চিঠি নিজের মাতৃভাষায় পেতে ইচ্ছুক হ'ন তাহলে দয়া করে বক্সে টিক্ করার পরে খামে ভরে এই ঠিকানায় পাঠান:-
- French Si vous voulez recevoir cette lettre dans votre langue, veuillez cocher la case et envoyer la lettre dans une enveloppe à l'adresse :
- Portuguese Se desejar receber esta carta na sua língua, agradecemos que marque com um tique no quadrado, e a devolva num envelope para a direcção seguinte:



FREEPOST RSJC-KKBE-ABXZ, Corporate Customer Feedback Team, P.O. Box 15, Hull, HU1 2AB

The information in this document can also be made available in other formats as appropriate.

Please return this completed form to the address mentioned above.

Alternative Format	Tick	Alternative Format	Tick
Large print		Audio cassette tape	
Computer disk		Face-to-face conversation	
British Sign Language		Braille	
Makaton			
Email (your address)			
Other method (please explain)			