

Comments, complaints and compliments



customer.services@thanet.gov.uk



www.thanet.gov.uk



**Thanet District Council, PO Box 9,
Cecil Street, Margate, Kent CT9 1XZ.**



Welcome

Thanet District Council provides a wide range of services for around 130,000 residents and over 2 million annual visitors throughout the area.

We aim to meet the needs of all our customers and very often our services are delivered to the very highest standards.

However, sometimes things can go wrong and the way we deliver our services may need to be changed. If you have experienced any problems or if you have a comment about the service you have received, we want to know about it.

If you have a complaint, we will do all we can to investigate it efficiently and as fairly as possible. If you make a comment or have an idea, which may help us to improve our service, we will see if we can put it into practice.

Also if you would like to thank us for helping you in any way, please send us a compliment. Any compliments we receive about a member of staff or a service area could be used as a nomination in our annual staff awards.

This booklet is designed to tell you how to make a complaint and it includes a form which you can complete to make a comment, complaint or compliment. This form can then be returned by freepost for us to investigate.

We at Thanet District Council are here to serve you and value enormously your views on how to do it better.

Richard Samuel
Chief Executive



If you require this document in an alternative format please call 01843 577165.

How do I make a complaint?

You can make a complaint online, in writing or by e-mail.

- To make a complaint online, go to www.thanet.gov.uk and go to the box on the right hand side. Choose the option to Make a comment, complaint or compliment. You must complete the form as fully as possible.

- To make a complaint in writing, you can either complete the form at the back of this leaflet or you can write us a letter. This letter should be addressed to Complaints, Thanet District Council, PO Box 9, Cecil Street, Margate, Kent CT9 1XZ.

- To make a complaint by e-mail, please send to:
customer.services@thanet.gov.uk

Some complaints or service requests may be made by telephone on 01843 577000. You will need to provide as much information as possible to ensure that your complaint is managed appropriately. If your complaint cannot be handled over the telephone, you will be sent a complaints form to complete. You can also request a complaints form on this number.

If you have any difficulty making a complaint, our staff will be happy to assist you, please call 01843 577000.

What will happen to my complaint?

If you have made a complaint and you have provided a contact address, we will send you a written acknowledgement with a unique reference number. The complaint will be passed to the most relevant department, giving them ten working days to investigate. In that time you may be contacted for further information. At the end of the ten working days, you will receive a response explaining how the complaint has been resolved.

On some occasions, your complaint may be very complex and our response time may increase, as our investigation into your complaint may take longer. If this does occur we will keep you informed and will let you know the reasons for any delay.

If for any reason, you do not hear from us within ten working days of making your complaint, please contact the manager named in your acknowledgement letter.

Remember: if you do not provide your address details, we will be unable to respond to your complaint.

What will happen if I am unhappy with the response to my complaint?

We always answer your complaint with an open and honest response, however, if you are unhappy with the reply you receive from the investigating officer, you will be given the opportunity to make a complaint to the Head of Service responsible for the department your complaint is against.

The process begins again and the Head of Service will respond to you within ten working days. At this stage, if you still feel that the complaint has not been handled to your satisfaction, your complaint will be forwarded to the Chief Executive of the Council.

If you are still unhappy with your response you can also write to the Local Government Ombudsman. Occasionally people with a serious complaint about a council service may feel the matter has not been handled properly even after following the complaints procedure. If this is the case then you have the right to request an independent investigation from the Local Government Ombudsman Service. The Ombudsman will receive details of your complaint and decide if it is appropriate to take up the matter on your behalf with the Council. This service is free of charge. However, the Ombudsman will only investigate your complaint if they are satisfied that you have already been through the Council's complaints procedure.

You can contact the service direct at the following address:

Local Government Ombudsman
PO Box 477
Coventry
CV4 0EH

Phone: 0845 602 1983

Fax: 024 7682 0001

Web: www.lgo.org.uk

Why should I use this form?

This form can be used to make a comment, complaint or compliment about a service received from Thanet District Council. On receiving your form, we will send you an acknowledgement and we will pass your information on to the relevant department to respond to.

Comments, complaints and compliments form

(BLOCK CAPITALS – PLEASE USE BLACK INK)

Your Name (*Mr/Mrs/Miss/Ms) _____

Your Address _____

_____ Postcode _____

Your Telephone Number: Home: _____

Work: _____

Your e-mail: _____

* delete as appropriate

If you do not provide your address details, we will be unable to respond to your complaint.

This form can be used for making complaints, comments or compliments about a service provided by Thanet District Council.

Are you making: (please delete as appropriate)

- A comment or compliment
- A complaint

If you are having difficulty completing this form,
please call 01843 577165

Comments, complaints and compliments form:

Are you making: (please delete as appropriate)

- A comment or compliment
- A complaint

Please write down the full details of the service your comment, compliment or complaint refers to: (please continue on a separate sheet if necessary).

FOR OFFICE USE ONLY: Date received:

Department sent to:

Modern Council

A modern council is one of six main themes within our Corporate Plan 2007 – 2011.

Thanet District Council intends to make the best use of its resources to provide residents with high quality, consistent and efficient services. We will do this by continuing to evolve our internal practices, systems and management styles to make the best use of people, technology, buildings and assets and ensuring that all these elements of the council enhance service delivery, in both the short and medium term.

A major focus over the next four years will be the implementation of a comprehensive complaint logging and response system. Members of the public who wish to report a defect or failure of service should expect that their comments will be responded to in a positive manner within agreed timescales.

This comments, complaints and compliments form is one of the improvements we are introducing to enhance the way we respond to our residents' feedback.

If you would like to know more about the council's Corporate Plan visit www.thanet.gov.uk or call 01843 577165 to receive a copy.



Modern Council

Please return your completed form in an envelope
and send it freepost to:

SEA8802 FREEPOST
Comments, complaints and compliments
Thanet District Council
P.O. Box 9, Cecil Street
MARGATE
Kent CT9 1XZ



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