

Thanet District Council **Complaints Procedure**



Before you start

If you wish to report an issue, make a request or an appeal this will not be logged as a complaint. Please visit our report it section where you can report:-

- Missed bin collections
 - Litter bin problems
 - Anti-social behaviour
 - Abandoned vehicles
 - Fly-tipping
 - Noise nuisance
 - Dog fouling
 - Graffiti
 - An empty property
 - Fly posting
- <https://www.thanet.gov.uk/report/>

To pay or appeal a parking fine please visit:

<https://www.thanet.gov.uk/info-pages/pay-or-appeal-your-parking-fine/>

To comment on a planning application please visit:

<https://www.thanet.gov.uk/info-pages/planning-application-search/>

To report a planning breach please visit:

<https://www.thanet.gov.uk/info-pages/planning-enforcement/>

For Housing Benefit appeals please visit:

<https://umbraco.thanet.gov.uk/your-services/benefits/housing-benefit/appeals-and-disputes/>

For complaints about councillors please visit:

<https://www.thanet.gov.uk/info-pages/complain-about-a-councillor/>

1.0 How to make a complaint

1.1 Complaints should be made by completing the following online form:

https://forms.thanet.gov.uk/forms/form/71/en/comment_complaint_or_compliment

Alternatively complaints can be made in writing either by emailing customer.feedback@thanet.gov.uk or by post to:

Customer Feedback
Thanet District Council
P. O. Box 9
Cecil Street
Margate
Kent
CT9 1XZ

1.2 In some circumstances complaints will be accepted by telephone by contacting Customer Services on (01843) 577000. The Council is committed to ensuring that all people are given full and equal access to the complaints procedure.

2.0 What happens to my complaint

2.1 Stage One

An acknowledgement will be sent within two working days stating when to expect a response.

Your complaint will be investigated by the relevant service manager and you will receive a response from the Executive Support Unit within ten working days.

If necessary we may need to contact you to obtain further information to assist us in the investigation.

If you are not happy with our response, you may write to us with your reasons within ten working days of receiving it, to request a further review.

2.2 Stage Two

When further contact is received setting out the reasons you remain dissatisfied it will be acknowledged within two working days.

The complaint will be investigated by a Head of Service or Director and the response will be sent to you from the Executive Support Unit within twenty working days.

If the complaint is complex the investigation may take longer, but we will keep you informed and will let you know the reasons for any delay.

You can submit a complaint via email to customer.feedback@thanet.gov.uk in writing to Customer Feedback, Thanet District Council, PO Box 9, Cecil Street, Margate, Kent, CT9 1XZ or contact us by telephone:- (01843) 577000.

If you are not happy with the result of this process then you may wish to contact the Local Government and Social Care Ombudsman - See 2.3.

Complaints regarding Tenant and Leaseholder Services

If you are a council tenant or leaseholder and your complaint is about the Tenant and Leaseholder Service and you are not happy with the response, you may wish to contact The Housing Ombudsman - See 2.4.

2.3 Local Government and Social Care Ombudsman

If you have been through both stage one and stage two of the complaints process and remain dissatisfied and feel the matter has not been handled properly you can contact the Local Government and Social Care Ombudsman to request an independent investigation.

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.

Information on the role of the Local Government and Social Care Ombudsman can be found here <https://www.lgo.org.uk/>

Contact information for The Local Government and Social Care Ombudsman:–

- Call us on 0300 061 0614 for help making a complaint

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls

- Text 'call back' to 0762 481 1595
- You may be charged by your provider for sending the text message
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Lines are open Monday to Friday from 8.30am to 5.00pm (except public holidays)
- Calls may be recorded for training and quality purposes

Online:

If you have a complaint, please use the LGO Complaint form URL:

<https://www.lgo.org.uk/complaint-form>

Other types of enquiries:

- If you would like to make a new complaint by post, please call us and we can tell you how to complain – 0300 061 0614

2.4 The Housing Ombudsman - Complaints regarding Tenant and Leaseholder Services

If you have been through both stage one and stage two of the complaints process and remain dissatisfied and feel the matter has not been handled properly you can contact the Housing Ombudsman.

Complain to a designated person

If you are unable to resolve your complaint through your landlord's complaints procedure you can contact a designated person who can also help find a solution. The designated person can be an MP, a local councillor or a Tenant Panel. Their role is to help resolve disputes between tenants and their landlords which they can do in whatever way they think is most likely to work. If the designated person cannot help they can refer a complaint to the Ombudsman. If you have decided not to contact a designated person you can come directly to the Ombudsman eight weeks after your landlord has given you its final response to your complaint.

Contact The Housing Ombudsman

0300 111 3000

9.15am - 5.15pm, Mon to Fri

PO Box 152

Liverpool

L33 7WQ

<https://www.housing-ombudsman.org.uk/residents/understand-complaints-process/>