

# Feedback and Complaints

Compliments, Suggestions and Complaints

Helping us to improve services



At Buckinghamshire County Council, we aim to provide high-quality services which deliver good value for money. We want to involve you and listen to your concerns and needs.

## We want to hear what you think about our services

We want to know when things go right, when things go wrong and to hear your ideas on how we could do things better.

Unfortunately we do sometimes make mistakes. If this does happen, we want to say sorry and put things right if we can.

### What you say is important

#### What you say will help us:

- get things right;
- put things right; and
- improve our services.

## Getting in touch to pay a compliment, or to suggest how we could make things better

We need your views to help us provide you with high-quality services.

If you want to:

- compliment us on a good service you have received; or
- suggest to us how we could improve a service;

**contact us and let us know.**

## How do I make a suggestion, complaint or compliment?

There are lots of ways you can contact us.

**Telephone 0845 3708090**

**Typetalk 18001 0845 3708090**

(telephone service for the hard of hearing)

**Website [www.buckscc.gov.uk](http://www.buckscc.gov.uk)**

**Email [customerservices@buckscc.gov.uk](mailto:customerservices@buckscc.gov.uk)**

**Letter** write to: Feedback and Complaints  
Buckinghamshire County Council  
County Hall  
Aylesbury  
Buckinghamshire HP20 1UA

**In Person** Visit one of our offices and staff will help put you in contact with the right person. To find out where our offices are, please phone the telephone number above.

### Contact your local County Councillor

To find out who your County Councillor is, please phone **0845 3708090** or visit our website at **[www.buckscc.gov.uk](http://www.buckscc.gov.uk)**

## Need any help?

If you need help to make your suggestion, complaint or compliment, please let us know and we will try and help you.

## If you want to make a complaint

Our corporate complaints procedure has 3 stages:

### 1 Stage 1 (Initial Complaint):

#### Tell the people who provide the service

Contact the person or section you are already dealing with, or that you want to make a complaint about.

#### Please tell us:

- what the problem is; and
- what you would like us to do about it

#### What happens next?

**In 10 days or less** - we will let you know that we have received your complaint and who is going to deal with it.

**In 28 days, or less** - we will send you our response to your complaint. If we are not able to do this we will let you know, explain why and give you a new reply date.



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### Stage 2 (Senior Manager):

#### Tell the person who manages the service

If you are not happy with the outcome of your complaint at Stage 1, you can refer your complaint to a senior manager.

#### What happens next?

**In 10 days or less** - we will let you know that we have received your complaint and who is going to deal with it.

**In 28 days or less** - we will send you our response to your complaint. If we are not able to do this we will let you know, explain why and give you a new reply date.



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### Stage 3 (Council Monitoring Officer):

If you are not happy with the outcome of your complaint at Stage 2, you can ask the Monitoring Officer to look at your complaint.

#### What happens next?

**In 10 days or less** - we will let you know that we have received your complaint and who is going to deal with it.

**In 28 days or less** - we will send you our response to your complaint. If we are not able to do this we will let you know, explain why and give you a new reply date.

## Still not happy?

If you are still not happy you can ask the Local Government Ombudsman to look at the problem. This service is free and totally independent of Buckinghamshire County Council. The Ombudsman will not normally investigate your complaint until you have gone through our Feedback and Complaints procedure.

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Text 'call back' to:  
**0762 4804299**  
Telephone: **0300 061 0614**  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## What is not included in this complaints procedure?

Some complaints need to follow a different procedure and we may deal with them in a different way. For example:

- **If you are a client of one of our care teams (Social Services) and your complaint is about that care** - it will be dealt with under the Statutory Social Care procedure. Leaflets are available for both adults and children. Please call **0845 3708090** for more details.
- **Complaints about Schools** - most complaints about a school will be dealt with through the school's own complaints procedure.



- **Complaints about Council Policy** - will be passed on to the appropriate County Councillor.
- **Complaints about Councillors/Members in local government** - if you think a County Councillor/Member has acted in any way which may have breached their Code of Conduct, you should write to the **Council's Standards Committee** (address below) or fill in the online form via our website at [www.buckscc.gov.uk](http://www.buckscc.gov.uk) then look up 'A-Z', 'Complaints'.

**The Standards Committee**  
Buckinghamshire County Council  
Old County Offices  
Walton Street  
Aylesbury  
Bucks  
HP20 1UA

If you would like to see a copy of Buckinghamshire County Council's Members' Code of Conduct, you can visit our website at [www.buckscc.gov.uk](http://www.buckscc.gov.uk) or call us on **0845 3708090**

If you need this document in another format or language, please contact:

Customer Services,  
County Hall,  
Walton Street,  
Aylesbury HP20 1UA

Telephone: 0845 370 8090

Email: [customerservices@buckscc.gov.uk](mailto:customerservices@buckscc.gov.uk)

Typetalk (telephone service for the hard of hearing): 18001 0845 3708090

Buckinghamshire County Council may record details of you and your compliment, suggestion or complaint on a database. This information may be used to:

- 1) help us deal with your compliment, suggestion or complaint, for example to make sure we pass it on to the correct person and to help us try and respond to you within our target timescales; and
- 2) help us look at all the information we receive and analyse it in order to help us improve our services.

Please be assured that your personal information will be maintained in accordance with the Data Protection Act 1998.

## Equality Monitoring Form

We want to make sure that the services we provide are responsive to the needs of everyone and that people are treated fairly. Please help us to find out whether we are achieving this by answering the following questions. You do not have to give us this information, but it is helpful for us if you do.

*Note: These groups are the same as those used in the 2001 England and Wales Census.*

Please tick the appropriate boxes:

Ethnic Group					
<b>White</b>	White British <input type="checkbox"/>	White Irish <input type="checkbox"/>	Any other White background <input type="checkbox"/>		
<b>Mixed</b>	Mixed White and Black Caribbean <input type="checkbox"/>	Mixed White and Black African <input type="checkbox"/>	Mixed White and Asian <input type="checkbox"/>	Any other mixed background <input type="checkbox"/>	
<b>Asian or Asian British</b>	Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Any other Asian background <input type="checkbox"/>	
<b>Black or Black British</b>	Caribbean <input type="checkbox"/>	African <input type="checkbox"/>	Any other Black background <input type="checkbox"/>		
<b>Chinese</b> <input type="checkbox"/>		Any other Ethnic Group <input type="checkbox"/>			
<b>Sex</b>	Male <input type="checkbox"/>	Female <input type="checkbox"/>			
<b>Age</b>	Under 18 <input type="checkbox"/>	18-64 <input type="checkbox"/>	65 and over <input type="checkbox"/>		
<b>Do you have a long term disability or illness that substantially affects your ability to carry out normal day to day activities?</b>			Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If you would like to give us more information about your disability, please give details below.					
Physical or mobility impairment <input type="checkbox"/>		Deaf, deafened or hard of hearing <input type="checkbox"/>			
Blind or partially sighted <input type="checkbox"/>		Mental health service user <input type="checkbox"/>			
Learning disability <input type="checkbox"/>		A condition you cannot see (for example Diabetes or Epilepsy) <input type="checkbox"/>			
<b>Is there any other information about yourself you would like to add?</b>					

## Feedback/Complaints Form

Please continue your answers on a separate sheet if there is not enough space on this form.

When you have filled in the form, please send it direct to Feedback and Complaints, Buckinghamshire County Council, County Hall, Aylesbury, Bucks HP20 IUA or hand it in at one of our offices.

If you need any help to fill in the form, please call **0845 3708090**.

Mr	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Mrs	<input type="checkbox"/>	Ms	<input type="checkbox"/>
First name:							
Surname:							
Your address:							
Postcode:							
Your email address:							
Daytime telephone number:							

Service area or section your feedback or complaint is about:

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What is the problem and when did it start?

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What would you like us to do about it?

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Have you already been in contact with the Council?

YES

NO

If 'Yes', please give brief details:

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**Need any help?** If there is anything which makes it difficult for you to communicate with us, for example if you have a disability or if English is not your first language, please tell us how we could help you.

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Your signature:

Date:

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