



## We value your views

We want to provide our customers with the best possible service.

To help us improve and enhance our services we would like you to share your views and experiences with us:

### Comments and compliments

The comments we receive are an important way to get your opinions about our services. If you feel that we could do something a little better, we would like to hear about it.

If you feel you have received particularly good service, please let us know. All compliments are forwarded to the member of staff concerned and senior management.

### Complaints

Hopefully, you will never have cause to complain, but occasionally things can go wrong. When they do, we want to know so that we can put it right as soon as possible. Often calling us can be all that is needed to rectify simple mistakes and misunderstandings:

 01285 623000

However, if the matter cannot be rectified in this way, you may want to make an official complaint to our Customer Services Manager - see 'how to make a complaint'.

To help us resolve any problems, we have a procedure which ensures all complaints are dealt with fairly and thoroughly.

Please note our complaints procedure does not cover the following:

- a disagreement about a decision rather than how the decision was made, for example, planning matters where a right of objection exists
- a matter which is or could be subject to legal proceedings
- personnel issues including appointments or dismissals
- anonymous complaints

## How to make a complaint

Most problems can be settled quickly and simply by talking to the appropriate member of staff. However, should you feel your problem has not been given proper consideration then you may wish to make an official complaint.

### You can do this:

- **Online:**  
[www.cotswold.gov.uk/feedback](http://www.cotswold.gov.uk/feedback)
- **In writing:**  
Complete the form, right (or send a letter), to our Customer Services Manager - details overleaf.
- **Via your councillor:**  
Ask your local councillor to take up your complaint:  
[www.cotswold.gov.uk/councillors](http://www.cotswold.gov.uk/councillors)

If you still feel your complaint has not been dealt with satisfactorily then you can ask a strategic director to review this matter.

Ultimately, you have the right to refer your complaint to the Local Government Ombudsman who investigates complaints against local authorities. Leaflets offering advice on how to complain to the Ombudsman are available from the council offices or contact:

### We promise that:

- We will acknowledge your complaint within 48 hours of receipt.
- In the normal course of events, you will receive a full response within 10 working days.

If we are unable to answer your complaint within that time we will let you know when a full response will be available.

Local Government Ombudsmen  
PO Box 4771  
Coventry CV4 0EH

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Tel: 0845 6021983  
Text: 0762 4804323  
Visit: [www.lgo.org.uk](http://www.lgo.org.uk)

Of course, we hope that we can deal with your complaint satisfactorily so that this course of action is not necessary.



## Comments, complaints and compliments

Please complete and return:

Your comment, complaint or compliment can also be registered online at:  
[www.cotswold.gov.uk/feedback](http://www.cotswold.gov.uk/feedback)

### Your details:

(BLOCK CAPITALS please)

Name: .....

Address: .....

.....

.....

.....

Postcode: .....

Telephone: ..... (Home) ..... (Work)

Email: .....

### Your feedback:

Is this a:  Comment  Complaint  Compliment

Have you raised this matter before?  Yes  No

If yes, please state when: .....

And to whom: .....

On what date did this matter arise: .....

How would you like us to respond:  Email  Phone  
 Post  No response

Please give details overleaf

