

I am contacting Corby Borough Council with a

Compliment	Comment	Complaint
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name:

Address:

Phone Number:

Email:

Details:

DATA PROTECTION

The Council will treat the information provided on this form in a sensitive and confidential manner and use it to monitor all feedback to improve and develop services.



Customer Feedback Form

Help us shape our future services by telling us what you think

How to give us feedback

-  www.corby.gov.uk/home/council/complaints-compliments-and-comments
-  customer.first@corby.gov.uk
-  01536 464 000
-  In person at our One Stop Shop, Mon-Fri 8:30am-5pm
-  Corby Borough Council, The Corby Cube, Parklands Gateway, George Street, Corby NN17 1QG

www.corby.gov.uk



We want to give you the best service we can, and it's only by listening to our customers that we can find out how well we're doing.
You can help shape the future of the services we provide.

What is Feedback?

Compliment

If you think we have done anything well in a particular area, we would like to know so that we can ensure good practice spreads to other services.

Comment

Any suggestions on how we could improve services to our customers.

Complaint

Please tell us if you are unhappy with any aspect of our service, if you feel we have done something wrong, not done something we should have or not treated you fairly.

We Will:

- Provide a straightforward and consistent way for you to contact the Council
- Use comments to take any necessary action to improve our services.
- Record your compliments and pass them on to the relevant member of staff and their appropriate manager.
- Acknowledge complaints within 5 working days and send a full response within 10 working days of being received. If we cannot resolve it immediately or if it is a complex process you will be updated every 20 working days.

How to complain stage-by-stage

There are three stages to our complaints process. We aim to sort out most complaints at Stage 1.

- Stage 1** When we receive your complaint, the nature and type of the complaint will be assessed by the relevant person. The complaint will be recorded and given a unique complaint number (which will be used until the complaint is resolved.) This will help us track the progress of your complaint and assist you, if for some reason you need to contact us again. The relevant officer will then make any investigations and enquiries necessary to resolve your complaint, and respond to you in writing.

- Stage 2** If you are not happy with the outcome of your Stage 1 complaint, if you have a further complaint, or the complaint is of a more complex nature, for example regarding the conduct of an individual employee, further investigation will be required. You will be sent an acknowledgement within 5 working days whilst the matter is being investigated by the Chief Executive's Office.
- Stage 3** Once we have given our final Stage 2 response, if you are still not satisfied, the complaint can then be referred to the Ombudsman service – Stage 3.

The Local Government Ombudsman

Independent body which will look into your complaint about the Council. The Ombudsman will only do this if you have taken your complaint through the Council's Complaints process. Their contact details are:

The Local Government and Social Care Ombudsman
Tel: 0300 0610 614
www.lgo.org.uk

An online complaint form is available from this website.

Housing Ombudsman

If you are a tenant of the Council, you can escalate your complaint to the Housing Ombudsman. The Housing Ombudsman is an independent body which will look into your complaint about the Council. Before you can escalate your complaint, you should take it through the Council's Complaints process. If you are still dissatisfied with any aspect of your complaint, you may refer it to the Housing Ombudsman. Their contact details are:

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ
Tel: 0300 111 3000
Email: info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

You can also take up the matter with your local **Councillor**. If you are unsure who your Councillor is please call **01536 464 009** for details, or visit: www.corby.gov.uk

For independent advice on your rights contact the **Citizens Advice Bureau** at Corby Cube, Monday to Wednesday 10am to 3pm. To make an appointment call 01536 265 501 or phone the countywide advice line on 03444 111 444.