

Complaint Form

Name: _____

Address: _____

Telephone No: _____

E-Mail address: _____

What do you think we did wrong, or did not do?

What would you like us to do to put things right?

Do you feel you have been discriminated against?

Yes No

If yes, on what grounds?

Have you made this complaint before? Yes No

If yes, please tell us when, the complaint Reference Number and who the Investigating Officer was. _____



**Angela Wood
Customer Services
& Benefits Manager
Ryedale District Council**

Ryedale House

Malton

North Yorkshire

YO17 7HH

Phone: 01653 600666

Fax: 01653 600175

Email: complaints@ryedale.gov.uk

Website: www.ryedale.gov.uk

For office use only

Reference No: _____

Date received: _____

Received by: _____

Acknowledgement sent to complainant: _____

Action taken to sort out complaint: _____



Complaints Procedure

*If you have a
Complaint
Let us know*

**We aim to provide
the best possible
services to meet the
needs of all our
customers**

Our Commitment to You.

Ryedale District Council is committed to providing efficient and effective services to the people of Ryedale. Our aim is to provide services of high quality on a basis that is fair to all. However, in any

organisation, occasionally things can go wrong. When this happens we need to know you are not happy with the service you have received in order that we can try to put things right and ensure that this doesn't happen in the future. We take

all complaints seriously and see all complaints as an opportunity to improve our services.

What is a Complaint?

A complaint is an expression of dissatisfaction, however made, about standards of service, actions, or lack of action by the Council or its employees affecting a customer or a group of customers. If you think the Council has:

- done something badly or in the wrong way
- done something we should not have done
- failed to do something we should have done
- treated you unfairly or discourteously
- discriminated against you
- acted in a way that is contrary to our policies or procedures

then you are entitled to let us know in the form of a complaint using this leaflet as a guide.

What is not a Complaint?

Most of the contacts we have with you are enquiries or comments. This Complaints procedure does not therefore cover:

- requests for services
- requests for information
- appeals against Council decisions which have been made in line with the Council's policies and processes
- investigating matters of employee discipline
- complaints to the Council's insurers e.g. where the complainant seeks payment of compensation for personal injury or loss of or damage to property.

Our Promise to You

We are committed to putting you first and providing a quality customer service. Your complaint will be investigated and dealt with as quickly as possible, we aim to respond to all informal complaints within five working

days and all formal complaints within ten working days. The Council reserves the right to extend the response time-scale when considered appropriate by the Chief Executive, Director or Council Solicitor. The Council also retains a discretion to vary the complaints procedure when considered appropriate. We will treat all the information you give us in confidence. We will keep you informed and do everything we can to help you and will explain our decision to you. Your rights to Council services will not be affected in any way if a complaint is made.

How can I make a Complaint? **Informal Complaint**

You can make your complaint in the following ways:

- using the form on the back of this leaflet
- by telephone
- in person at any of the Council's offices
- in writing
- by e-mail
- via the Council's website
- through your District Councillor

In the first instance address the complaint to the Council's designated complaints officer: Jane Graham, PA to the Chief Executive.

To make sure your complaint is made to the correct service unit and dealt with promptly, please try to include as many details as possible including dates, times, the nature of the complaint, any officers involved and whether you feel the complaint is as a result of direct discrimination. A friend or relative can act on your behalf if you wish. When making the complaint, please ensure you keep details of who you made the complaint to, again including dates and times if possible.

Formal Complaint

If you are not happy with the outcome then your next step is a

Formal Complaint. At this stage the complaint needs to be in writing and it will be passed to a Director. Please include all the information from your original complaint including any reference numbers, dates and names. The Director will carry out a further investigation and will give a written reply within 10 working days or will inform you when and how your complaint will be dealt with.

Chief Executive

If you are still unhappy with the outcome, your next step is to contact the Chief Executive in writing stating the reason why you are not satisfied. The Chief Executive will either deal with the complaint personally or pass it to one of the Directors to deal with on his behalf. You will be advised who the Investigating Officer is and when the complaint will be dealt with. We will contact you in writing with the outcome. We will also send you a leaflet explaining how to complain to the Local Government Ombudsman in the event that the complaint is still unresolved.

The Local Government Ombudsman

If you are still dissatisfied with the outcome you may contact the Local Government Ombudsman and ask for an independent investigation to be carried out. The Ombudsman is not part of the Council and the service is Free of Charge. Please bear in mind that the Ombudsman will normally only consider your case after it has been through the Council's own Complaints Procedure. The address for the Ombudsman is:

Local Government Ombudsman
Beverly House, 17 Shipton Road, YORK YO30 5FZ
Telephone: 01904 380200
Fax: 01904 380269
e-mail: enquiries@lgo.org.uk

Copies of the leaflet can be obtained from Ryedale House, Malton and our Area Offices in Pickering, Helmsley and Kirkbymoorside.