

CUSTOMER COMPLAINT LEAFLET

- Have you suffered because of poor administration by Council departments?
- Have you been unfairly refused access to Council information or services?
- This leaflet tells you how to make a complaint about the Council.

Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
BENFLEET
Essex SS7 1TF

HOW DO I COMPLAIN?

Please visit our website at www.castlepoint.gov.uk and follow the link to make your complaint or you can phone us on 01268 882200. If you prefer you can complete and send the attached form to

Castle Point Borough Council
Council Offices
Kiln Road
Thundersley
BENFLEET
Essex SS7 1TF

However you decide to make your complaint, please give the full details, stating what you feel we did wrong and what you consider should be done to put matters right. If this is difficult, ask someone to help you. If you wish, you may get a friend, relative or local Councillor to act for you.

Please send any documents to support your case, such as letters, and they will be used to assist the investigation.

The Council's Complaints Procedure has three stages and it will depend upon the nature of your complaint as to which stage within the Procedure it is dealt with. A brief summary of each stage is set out below.

Stage 1

Complaints at this stage are generally dealt with by the officer receiving them and a full response will be sent within five working days to you.

Stage 2

Complaints at this stage are dealt with either by a Head of Service or a manager. This stage is for more serious complaints or where you have indicated that you are dissatisfied with the outcome of a stage 1 complaint. A full response will be sent within 15 working days.

Further to investigation of your complaint at Stage 2, the Council may make a decision to discontinue the investigation of any complaint where it feels that there is no more effective action that can be taken.

Stage 3

This is the final stage of investigation and is undertaken by the Chief Executive. This stage is for the most serious complaints or where you remain dissatisfied with the outcome of complaints under stages 1 and 2. A full response will be sent within 25 working days.

Where the Council has made the decision to discontinue the investigation of any complaint at stage 2, the same complaint will not be considered at stage 3.

CAN I APPEAL AGAINST YOUR DECISION?

If you have followed the above stages of the procedure and are unhappy with the decision, you can complain to the Local Government Ombudsman. The Ombudsman will only determine whether maladministration has occurred on the part of the Council i.e. the way in which we have handled your case – not the decision itself.

You can obtain information about the Ombudsman Service from the Council Offices, Kiln Road, Benfleet and complaints can be sent to, The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH.
Phone: 0300 061 0614
Online complaints at www.lgo.org.uk

NB: When you complain to the Local Government Ombudsman, they expect you to have followed all stages of our customer complaint procedure first.

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USEFUL INFORMATION

If you are unsure which department you are complaining about, the following information may assist you.

Before going through the formal complaint procedure, you should first try to solve the problem directly with the department concerned.

- **CABINET & CHIEF EXECUTIVE'S/POLICY & PERFORMANCE DEPARTMENT**

Responsible for Policy and Procurement; Media & Communications; Democratic Services; Elections, Internal Audit, Strategy and Performance, Neighbourhoods, Partnerships and Consultation.

- **REGENERATION & NEIGHBOURHOODS DEPARTMENT**

Responsible for; Development Control, Regeneration, Business Support, Licensing and Community Safety.

- **RESOURCES DEPARTMENT**

Responsible for; Payroll; Accountancy, Information Technology, Human Resources, Procurement, Asset management, Emergency Planning, Facilities and Safety.

- **ENVIRONMENT & COMMUNITY SERVICES DEPARTMENT**

Responsible for; Leisure & Golf Course, Community Halls Environmental Health, Street Scene, Parks and open Spaces, Refuse & Recycling, Parking, Culture and Public Conveniences.

- **HOUSING & CUSTOMER SERVICES DEPARTMENT**

Responsible for Strategic Housing, Housing Management, First Contact, Revenues, Benefits, Land Charges, Concessionary Travel, Building Control, Reception and Homelessness.

When telephoning us, please ask for the name of the officer that you are speaking to.

*I would be grateful if you could complete this section for monitoring purposes
The details will not be disclosed to any other source.*

1. Ethnic Group

White ☐

Mixed

White and Black Caribbean ☐

White & Black African ☐

White & Asian ☐

Other mixed

.....

Asian or Asian British

Indian ☐

Pakistani ☐

Bangladeshi ☐

Other Asian

.....

Black or Black British

Caribbean ☐

African ☐

Other Black

.....

Others

Chinese

Irish

Other

.....

2. Sex

Male ☐

Female ☐

3. Age

Under 16 ☐ 16-19 ☐ 20-24 ☐ 25-59 ☐ 60 -64 ☐ 65 and above ☐

4. Do you have a disability ?

Yes ☐

No ☐

NAME
(BLOCK CAPITALS PLEASE)

TITLE (MISS, MRS, MS, MR).....

ADDRESS (INCLUDE POSTCODE).....

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TEL (HOME)

TEL (WORK).....

DEPARTMENT OR SERVICE THAT YOU WISH TO COMPLAIN ABOUT

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NAME OF OFFICER INVOLVED (If known)

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**HAVE YOU TOLD YOUR LOCAL COUNCILLOR ABOUT YOUR COMPLAINT? IF
SO, WHAT IS HIS/HER NAME?**

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PLEASE GIVE DETAILS OF YOUR COMPLAINT

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[illegible]

**PLEASE GIVE DETAILS OF WHAT YOU WOULD LIKE THE COUNCIL TO DO TO
PUT THIS MATTER RIGHT**

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SIGNED:

DATE:

PLEASE SEND THIS FORM, AND ANY RELEVANT INFORMATION TO:

**COMPLAINTS & CUSTOMER CARE OFFICER
CASTLE POINT BOROUGH COUNCIL
COUNCIL OFFICES, KILN ROAD
THUNDERSLEY, BENFLEET
ESSEX SS7 1TF**