

Nottingham City Council – Have Your Say Team Comments, Compliments and Complaints Policy 2018/19

Comments, Compliments and Complaints Policy

1. Introduction

Nottingham City Council aims to deliver high quality services making Nottingham a Great City to live in and ensuring that citizens are at the heart of everything we do.

One way of doing this is by listening to feedback from people using our services, and making sure that when things go wrong or go right, we learn from the experience and make improvements. As a Council, we aim to handle comments, complaints and compliments in a fair and consistent way, maintaining openness and transparency.

2. How can you contact us about your experience?

There are a number of ways in which you can share comments, compliments and complaints with us:

Online

Via the Nottingham City Council website www.nottinghamcity.gov.uk

You can create an online 'My Account' on the Nottingham City Council website, this can be used to make a complaint, comment or compliment as well as being a portal to access many other council online services.

By telephone

You can contact the Have Your Say team on 0115 915 5555 or by Textphone or Minicom by dialling 18001 0115 915 5555

Writing to us

You can write to us by post to Have Your Say, Nottingham City Council Loxley House Station Street Nottingham NG2 3NG .

Using Social Media

You can contact the council by messaging the My Nottingham Facebook page or by sending a tweet to @askmynottingham.

In person at any council reception

You can speak to any member of staff at any council reception to share their experience.

3. Making a comment about a service

You can make a comment about a service via any of the communication channels detailed above; all comments are logged and passed on to the service.

You can make a comment anonymously, but by not providing contact details the service will be unable to provide a response. The comment will be logged as 'anonymous' but will still be included in our reporting.

4. Making a compliment about a service

You can make a compliment about a service via any of the communication channels detailed above; all compliments are logged and passed on the service.

A Citizen can make a compliment anonymously, but by not providing contact details, the service will be unable to provide a response. The compliment will be logged as 'anonymous' and still included in reporting.

5. The Complaints Process

A complaint is an expression of dissatisfaction about a council service that requires a response.

A complaint should be made as soon as possible and at the most within a year of the event taking place. You can make a complaint on your own or on behalf of someone else with their consent.

A Citizen can make a complaint anonymously, but by not providing contact details, the service will be unable to provide a response. The complaint will be logged as 'anonymous' and still included in reporting.

There are two stages to the Nottingham City Council Complaints Process:

1. The Complaint investigation

2. A Complaint Review

There are some complaint areas, which cannot be investigated under this policy because they are covered by another process:

- Appeals against refusal of planning permission or against conditions placed on a grant of planning permission
- A complaint challenging a benefit or council tax decision
- A complaint about social care services (children and adults)
- A school admission or exclusion appeal
- A complaint about a school
- A complaint about the refusal of disabled badges for parking exemption
- An appeal against the issue of a penalty charge notice by the parking enforcement team and the recovery process which follows
- Appeals regarding Resident Permits/Dispensation Access Permits
- Dispute a penalty charge notice for Bus Lane Contravention
- Dispute a fixed penalty for environmental crimes (including dog-fouling)
- Any appeal against the exercise of a police power
- A complaint about Anti-Social Behaviour
- A complaint about Nottingham City Homes
- A complaint about the independent Rent Officer
- A complaint issue that has already been investigated and responded to by a Councillor
- A complaint about a Councillor
- A complaint from a City Council employee about an employment matter

6. The Complaint investigation

When things go wrong, our aim is to put things right for the Citizen as quickly as possible. We will aim to respond to complaints fully, by working together with departments and ensuring that we have quality-monitoring processes in place to ensure that complaint response answers all the concerns raised within the complaint.

We aim to respond to complaints within 10 working days, however sometimes complaints can take longer to investigate and that deadline may be extended. When a deadline needs to be extended, we will contact you to let you know.

We will not respond to a complaint about an issue that has already completed the complaints procedure or been addressed under the Councillor Casework system. We will not investigate a complaint about an issue that took place longer than 12 months ago.

7. A Complaint Review

Nottingham City Council aims to investigate and respond to complaints in a way that satisfies the complainant, however, sometimes a complainant is not satisfied with the way their complaint was investigated and they can request the investigation to be reviewed.

A Review looks at the way a complaint was investigated and addressed by the Service. It looks at the process the service used to come to its decision and the response that was provided to the Citizen. It cannot necessarily change the outcome of the complaint.

A Review should be submitted in writing by the complainant by email or post within 30 working days of the complainant receiving their complaint response. If the complainant is unable to submit the complaint in writing due to an exceptional circumstance or disability this can be done via the Have Your Say team who will record the complaint details.

When a Citizen is requesting a Review they should set out clearly why they are unhappy with the complaint investigation.

A Review complaint should be investigated within 25 working days, however if the investigation warrants an extension this is to be allowed and the complainant will be advised of this extension.

A Review response will be presented to the complainant in writing, whether that is by email or letter.

For further clarification, please see the Complaint Review policy and procedure.

8. The Local Government and Social Care Ombudsman

If after receiving your Review response you remain dissatisfied with the way your complaint was investigated, you can contact the Local Government and Social Care Ombudsman (LGO) and ask for them to carry out an additional review. You should contact the Ombudsman directly to request this, the Ombudsman will only normally accept a complaint if all stages of the Council Complaints Procedure has been completed.

The Ombudsman can be contacted by writing to Local Government Ombudsman, PO Box 4771 Coventry, CV4 0EH or by telephone 0300 061 061. More information can also be found at www.lgo.org.uk