

Name of service/organisation:

Kirklees Council

Complaints/Comments/Compliments

Description: We want to hear your views

We want to hear your views about the services we provide. Although we work hard to give you the best possible service we realise that things sometimes go wrong and that we can make mistakes. We need to know when this happens so we can put things right and learn to do things differently in future. We see your comments and complaints as an opportunity to help us improve the services we provide.

How do I make a complaint?

You can make a complaint in the way that best suits you- in person, by phone, by letter or by email. You can also use the online form on our website to make complaints, comments and compliments.

If you can't complain yourself ask someone to do it for you, such as a relative, friend or neighbour.

How we deal with your complaint

There are three stages to our complaints procedure but we hope that most problems can be resolved quickly at the first stage.

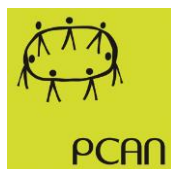
Stage 1

Contact the person or office who provides the service you are unhappy with. They are in the best position to put things right quickly. If you are not sure which service to contact please get in touch with the Customer and Exchequer Service by emailing customer.standards@kirklees.gov.uk who will forward your complaint to the appropriate service.

We will deal with your complaint fairly and as informally as possible. Many problems can be put right straight away - if this is not possible we aim to reply within 6 working days. If we cannot reply within 6 days we will tell you why and let you know when you can expect us to contact you again.

Stage 2

If you are unhappy with the way we handled your complaint tell the person you have dealt with that you wish to have the complaint looked at by the appropriate senior manager.



COMPLAINTS, COMMENTS AND COMPLEMENTS

PCAN Pages

Really useful information for parents of children with additional needs in Kirklees

Website www.pcankirklees.org Call 07754 102336 Email info@pcankirklees.org

The senior manager will arrange for your complaint to be investigated and we will aim to give you a written reply within 15 working days. If we need longer to look at your complaint we will let you know.

Stage 3

If you are still unhappy about the way in which we have handled your complaint you can ask the council's Corporate Customer Standards Officer (CCSO) to review it. The CCSO will contact you and tell you how long it will take to deal with your request. The CCSO will write to you after carrying out the review.

If you are not sure which service to contact please contact:

Customer and Exchequer Services
3rd Floor, Civic Centre 1
High Street
Huddersfield
HD1 2NF

Tel: 01484 414888
email:customer.standards@kirklees.gov.uk

Alternatively you can go to <https://www2.kirklees.gov.uk/you-kmc/comments/default.aspx>, select complaint, comment or compliment and follow the instructions on the page.

If you are still not happy

If you are still not happy after we have investigated and reviewed your complaint then you can contact the Local Government Ombudsman and ask them to investigate.

How to contact the Local Government Ombudsman:

PO Box 4771

Coventry

CV4 0EH Call the Advice Team: 0300 061 0614

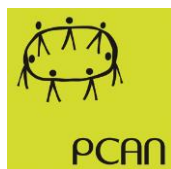
Fax: 024 7682 0001

Email:advice@lgo.org.uk

Complete an online complaint form at: www.lgo.org.uk

Intended client group: All users of Council services
Phone number: 01484 414888
Email address: customer.standards@kirklees.gov.uk
Website: <http://www.kirklees.gov.uk/you-kmc/complaints/complaints1.shtml>

Address: Customer and Exchequer Services, 3rd Floor, Civic Centre 1, High Street, Huddersfield, HD1 2NF



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