



FEEDBACK

Comments, compliments and complaints

-serving the community

Telephone: 01372 732000
Text: 07950 080202
contactus@epsom-ewell.gov.uk
www.epsom-ewell.gov.uk

If you would like a copy of this document in large print, on tape or in Braille, please contact 01372 732000

If you require a translation in your language, please contact:

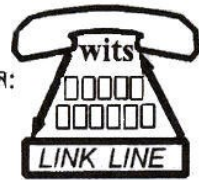
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو براہ مہربانی رابطہ کریں۔



01483 750548



4 Is your gender identity different from the sex you were assigned at birth?

Yes	No
-----	----

5 Do you identify as a...(please circle all that apply)

Man	Woman
Other	

6 Sexual Orientation

Bisexual	Gay man
Gay woman/lesbian	Heterosexual / straight
Prefer not to say	Other

7 Which of the following describes your marital status?

Single	Married / Civil partnership
Widowed	Divorced
Separated	

8 Have you been pregnant and / or on maternity leave in the past two years?

Yes	No
Prefer not to say	

The Equality Act 2010 states that 'a person has a disability for the purposes of the Act if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities.

9 Do you believe you have a disability according to the Equality Act?

Yes	No

Equalities Monitoring

Due to changes in the Equality Act we have a requirement to gather information under the 9 protected characteristics (gender, ethnicity, disability, religion or belief, sexual orientation, age, gender reassignment, marriage or civil partnership, pregnancy and maternity) to ensure we are fulfilling our statutory obligations. This section has therefore been expanded to include the nine protected characteristics.

1 How old are you?

Under 16 16-24 25-34 35-44 45-54 55-64 65 and over

2 Ethnic Group

British white	English white
Irish white	Scottish white
Welsh white	Any other white background
White and black Caribbean	White and black African
White and Asian	Any other mixed background
Indian	Bangladeshi
Pakistani	Any other Asian background
Black or black British Caribbean	Black or black British African
Any other black background	Chinese
Prefer not to say	Any other ethnic group

3 Religion or belief

Buddhist	Christian
Hindu	Jewish
Muslim	Sikh
No religion	Prefer not to say
Any other religion or belief	

What is a Comment? 4

What is a Compliment? 5

What is a Complaint? 5

The aims of our Comments, Compliments and Complaints Procedure 6

How to provide feedback / make a complaint 6

How to contact us 6

Stage 1: Initial contact 7

Stage 2: Escalation 7

Stage 3: Chief Executive 8

Stage 4: Local Ombudsman 8

How do we manage the information? 9

Making a complaint about a Councillor 10

Comments, Compliments and Complaints Form 11

Epsom & Ewell Borough Council is committed to reviewing and challenging its customer service standards to improve and achieve consistently high levels of customer service and accessibility across the Council. The ultimate aim is to enhance the customer experience, through meeting and exceeding customers' needs and expectations. Despite our endeavours, things can go wrong, and when they do, we want to know as quickly as possible. We also want to take action that will help to prevent similar problems occurring in the future. We value any complaint because it helps us to improve our services for all our customers.

We aim to encourage all our customers to give us compliments, make comments and complaints. We are interested in what you think and we will listen to what you have to say.

This leaflet gives you information on how to contact us and what to do if you have a comment, compliment or complaint.

What is a Comment?

Comments are:

- ◆ what you think about our services
- ◆ how we can do things differently
- ◆ how we can improve our services
- ◆ comments on our policies.

If you think that what you have to say does not fit easily into either a 'compliment' or a 'complaint', it is likely to be a 'comment.'

Have you spoken or written to anyone about this before?

Please tick the correct box

	Yes		No
If you answered 'Yes', please give us details of when and to whom you spoke, or wrote to.			

All complaints are acknowledged automatically, if you are making a comment or giving a compliment, would you like us to acknowledge it?

Please tick the correct box

	Yes		No
If you answered 'Yes', we will acknowledge your comment or compliment within five days.			
Please indicate which method you would like us to acknowledge your comment, compliment or complaint. <i>Please tick the correct box</i>			
	In writing		Over the telephone
			By email

Please note that you will need to have provided us with the above contact method information on Page 1 of this form.

Thank you for completing this form

**Please return to Customer Services,
EEBC, Town Hall, The Parade, Epsom, Surrey, KT18 5BY**

This information is recorded on a computer system and will only be used by the Customer Services department within the Council for the purposes of helping to deal with your comment, compliment or complaint, so they can give advice or information needed. Your personal data will not be made available to any other department within the Council or to any third parties without your consent, in accordance with the Data Protection Act 1998. If you have any questions, please get in touch with our Customer Services on 01372 732000.

Customer Services

Town Hall, The Parade, Epsom, Surrey, KT18 5BY
tel 01372 732000

last updated 27 June 2013 - Comments, Compliments and complaints Procedure - Ref:

The aims of our Comments, Compliments and Complaints Procedure






- ◆ to make it easier to make a comment, compliment or complaint
- ◆ to acknowledge your feedback promptly
- ◆ to ensure we thoroughly investigate complaints
- ◆ to keep you informed of progress and outcomes
- ◆ to put things right and make improvements for the future
- ◆ to provide an explanation if you feel your complaint is not justified.

It helps us if you tell us:

- ◆ what your comment / complaint is about
- ◆ the circumstances leading to it
- ◆ who you have dealt with so far
- ◆ any relevant dates
- ◆ how the issue has affected you
- ◆ what you would like us to do.

How to provide feedback / make a complaints

How to contact us

	Telephone: 01372 732000 Lines are open between 9am and 5pm Monday to Friday Text: 07950 080202
	Website: www.epsom-ewell.gov.uk/feedback
	Writing: Epsom & Ewell Borough Council, Town Hall, The Parade, Epsom, Surrey, KT18 5BY DX 30713 Epsom
	In person: You may visit our offices in the Town Hall (Epsom) between 9am and 5pm, Monday to Friday
	Through your local Councillor You can contact your local Councillors with any concerns you may have. An up-to-date list of local Councillors can be found on our website or telephone us on the number above.

Comments, Compliments and Complaints Form

We need the information we are asking for so that we can deal with your compliment, comment or complaint properly.

About you			
<i>Please fill in the following details:</i>			
Title (eg Mr, Mrs)			
First name			
Surname			
Address			
Postcode			
Phone number (day)		(evening)	
Email address			
Is this a comment, compliment or complaint			
	Comment		
	Compliment		
	Complaint		
What do want to tell us?			
What happened or didn't happen (details about your comment, compliment or complaint)? Please continue on a separate sheet of paper if necessary. Please be specific eg dates, names and sequences of events.			

Making a complaint about a Councillor

If you want to complain about the conduct of a Member of Epsom & Ewell Borough Council, please submit your complaint to:

The Monitoring Officer
Epsom & Ewell Borough Council
Town Hall,
The Parade
Epsom, Surrey, KT18 5BY

Or email monitoringofficer@epsom-ewell.gov.uk

Please provide your name, address and other contact details and your status ie whether you are a member of the public, an elected or co-opted member of an authority, employee of the authority etc.

You will also need to provide the name of the councillor against whom you are making the complaint and explain what the councillor has done that you believe breaches the code of conduct.

It is important that you provide all the information about exactly what you are alleging the councillor said or did. For example, instead of just complaining that the councillor insulted you, you should state what it was they said.

The Monitoring Officer will decide whether your complaint should be considered by the Standards Committee. The Standards Committee can only deal with complaints about the behaviour of a councillor. It will not deal with complaints about things that are not covered by the Member's Code of Conduct. If you make a complaint about a councillor, it must be about why you think the councillor has not followed the Code of Conduct.

It may be possible to resolve your complaint without recourse to formal investigation and hearing. In such cases it is important that appropriate action to seek to achieve resolution of the matter is undertaken without delay. Please advise if you are NOT willing for attempts to be made to seek early informal resolution of your complaint. If you do not indicate, the Monitoring Officer will endeavour to seek resolution of your complaint prior to it being submitted to an assessment sub-committee of the Standards Committee. To assist the informal resolution process, please could you describe what remedy you are seeking / what action you think would be appropriate to resolve your complaint.

Each stage of the feedback process shown below should be followed until a satisfactory conclusion is met.

Stage 1: Initial contact

If you wish to complain about a service, express an opinion on services or policy, give praise or make a suggestion, you are able to do this by:

- ◆ filling in the form in this leaflet, or accessing the 'Comments, Compliments and Complaints' form on our website: www.epsom-ewell.gov.uk/feedback
- ◆ telephoning us on **01372 732000**
- ◆ visiting our offices at the Town Hall. It is best to telephone first and make an appointment as we cannot guarantee that the person you need to see will be available
- ◆ contacting your local Councillor. You can find out who your local Councillor is by telephoning our Customer Services on **01372 732000** or looking on our website www.epsom-ewell.gov.uk.

Complaints will be responded to within 10 working days. This enables the manager to conduct a full investigation of the complaint, in order to provide a full response to you. When this is not possible, a timescale for a full response will be given.

Stage 2 : Escalation

If you feel the response to your complaint is not satisfactory the next stage is for the complaint to be escalated to the Customer Services Management team who investigate and liaise with the relevant service head.

Complaints will be responded to within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.

Stage 3 : Chief Executive

If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from Stage 2 otherwise the case will be closed. The Chief Executive / or relevant Director will then review the processes followed. At this stage all communication will be with the Chief Executive / or relevant Director. A full response will normally be given within 10 working days.

If by this stage you have not already involved one of your ward Councillors then you may wish to do so. The role of your Councillor will depend on the issue being investigated. The Borough Councillors names by ward can be found on our website with telephone numbers and email addresses. If you do not have access to the internet / email then you can telephone the Customer Services department for your Councillor's details on **01372 732000**.

Stage 4 : Local Ombudsman

If you are unhappy with the results of Stage 3, you may take your complaint to the Local Government Ombudsman (see contact details opposite). The Ombudsman is an independent person appointed by the Government to look at complaints. This is a free service.

In most cases, before they can investigate a complaint, we must have had a chance to answer it. If you have not complained to the Council, please do so before contacting the Ombudsman direct.

The Ombudsman will ask us what has been done so far to resolve the complaint. They may feel that every reasonable action has been taken or may decide to look into the matter further. When the Ombudsman investigates a complaint, Councillors and employees may be interviewed. A report is made to you and to us and where appropriate, action will be recommended dependent on the Ombudsman's findings.

A booklet "Complained to the council? Still not satisfied?" is available from the Town Hall, or on our website:
www.epsom-ewell.gov.uk
or from the Ombudsman's Office.

Contact details are:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

Fax: 024 7682 0001

Text 'call back' to 0762 480 4299

Website: www.lgo.org.uk/making-a-complaint

How do we manage the information?

Complaints are automatically acknowledged within five working days. We have found that most customers do not want us to acknowledge comments and compliments, but if you ask for an acknowledgement we will aim to do so within five working days.

This information will only be passed on to people who will be dealing with your comment, compliment or complaint.

Information is held on a secure computer system that can only be accessed by authorised staff and all information is kept according to conditions of the Data Protection Act.

If you have any comments about this document, or need further copies or another format, please contact us on 01372 732000.