

# Compliments and complaints

## We welcome your views

The council is committed to putting residents first and we aim to provide the best possible service.

## Compliments and suggestions

We want to provide high quality services and want to know from you if you think we are meeting them. We are also keen to receive your suggestions about how we can improve our services. To give us your general feedback or suggestion, please use the form on page 3 or use the on line feedback form using this link – [www.hillingdon.gov.uk/complaints](http://www.hillingdon.gov.uk/complaints)

## Employee Recognition Award

We strive to provide excellent services to our customers. Are you pleased with our service? Has someone gone the extra mile for you? Then please let us know. If you wish, you can say thank you, by nominating a member of staff or team for an employee recognition award for their outstanding customer service. To do this go to [www.hillingdon.gov.uk/hillingdonstars](http://www.hillingdon.gov.uk/hillingdonstars) or call the customer contact centre on 01895 250111.

## Not satisfied?

We know that sometimes things can go wrong, and if they do we need to know about them so we can, where possible, put things right and ensure that it does not happen again.

## How we define a complaint?

We define a complaint as: *“An expression of dissatisfaction about the standard of service, actions, or lack of action by the council or its staff affecting an individual or group of customers”*

## When you make your complaint we need to know:

- what your complaint is about
- which council officers or service you have dealt with and details of any correspondence you have had from us
- what you would like us to do to put things right.
- your contact details, including your name and address and a telephone number and email address, if you have one.

Please make your complaint as soon as possible after the event or incident or as soon as you become aware of it. We will not usually investigate a complaint over something you knew about more than 12 months before contacting us unless there is a good reason.

## Getting help to make your complaint

If you need help, support or advice about making your complaint you can obtain this from:

### Citizens Advice Bureau

☎ 0844 848 7903

**The Hillingdon Association of Voluntary Services** can put you in touch with the right organisation to support you

☎ 01895 442722 or visit

🌐 [www.havs.org.uk](http://www.havs.org.uk)

### One of your local councillors or your MP

☎ 01895 250636 or look on the council's website for details of how to contact them

🌐 [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

### Equality and Human Rights Commission

☎ 0808 800 0082

🌐 [www.equalityhumanrights.com](http://www.equalityhumanrights.com)



## Who to complain to:

Complaints about the services listed below should be submitted by post to:

- ✉ Complaints and enquiries team  
3S/03A Civic Centre, High Street,  
Uxbridge UB8 1UW
- @ [complaintsmailbox@hillingdon.gov.uk](mailto:complaintsmailbox@hillingdon.gov.uk)
- 🌐 [www.hillingdon.gov.uk/complaints](http://www.hillingdon.gov.uk/complaints)

If you wish to speak to an officer for advice please call:

☎ 01895 277801 / 277143 / 556015

## What are the stages of a complaint?

### The informal complaint/service request

– we will try to resolve enquiries/concerns as quickly as possible by discussing the problem with you. If we can solve the problem at this stage we will do so. Please contact the service you are dissatisfied with directly, or through the appropriate Complaint Team.

### Stage 1

We hope to resolve all complaints at Stage 1, please tell us what the problem is and what you would like us to do about it.

We will acknowledge your complaint within three working days of receipt and tell you who is looking into it. We aim to give you a full reply within 10 working days and if we cannot finish our investigation in time, we will let you know.

### Stage 2

If you are not happy with the outcome of your complaint at Stage 1, you can ask for your complaint to be reviewed. You will need to say why you are dissatisfied with the response at Stage 1 and what further action you expect.

We will acknowledge the complaint within three working days of receipt and tell you who is looking into it. We aim to give you a full reply within 10 working days and if we cannot finish our investigation in time, we will let you know.

### Stage 3

If you are not happy with our response at Stage 2, you can ask the Chief Executive to look at

your complaint. Just let the appropriate Complaints Team know that you want to do this and why.

The Chief Executive will acknowledge the complaint within three working days of receipt and will then review the previous decisions and decide if they were fair and reasonable. You should receive a response to your complaint within 15 working days. If we cannot complete it on time, we will let you know.

### If you are unsure who to complain to:

Please email: [contact@hillingdon.gov.uk](mailto:contact@hillingdon.gov.uk) or call the Customer Contact Centre via the

- ☎ switchboard 01895 250111 or
- ☎ Minicom 01895 277730 or
- ✉ Customer Service Manager,  
Customer Contact Centre,  
London Borough of Hillingdon, Civic Centre,  
High Street, Uxbridge UB8 1UW.

## Taking it further – The Ombudsman Housing Ombudsman

If your complaint is about a tenancy, leasehold, or other housing management issue, complaints should first be submitted to a 'designated person' which can be your Councillor, MP or a Tenant Panel recognised by the council. If they do not feel that they can resolve it, they may refer the complaint to the Housing Ombudsman. In any event, if eight weeks elapse after your request to the designated person, you can go direct to the Housing Ombudsman. They can be contacted either by post at

- ✉ 81 Aldwych, London WC2B 4HN or by
- ☎ 0300 111 3000 or by
- @ [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

## Local Government Ombudsman

If your complaint is about any other housing service, and you feel we have treated you unfairly, you can complain to the Local Government Ombudsman. They can be contacted either by post at:

- ✉ PO Box 4771, Coventry CV4 0EH or by
- ☎ 0300 061 0614

# Feedback form

**Complaint**    **Compliment**    **Suggestion**    **Recognition award** *(Please ✓ appropriate box)*

**PLEASE PRINT**

Your name (Mr/Mrs/Ms/Miss) .....

Your address: .....

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Telephone number we can use to contact you: .....

Your email address: .....

Your feedback *(please use additional sheets if you need)*

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Which staff have you dealt with?

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What would you like to happen as a result of your complaint?

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Signed:..... Date:.....

## Your right to equal treatment

We are fully committed to:

- providing fair and accessible services to the people of Hillingdon
- removing all forms of discrimination
- making sure that you get fair treatment from our staff, regardless of who you are

Please take the time to complete our Equalities Monitoring Survey (below) so we can monitor equality of treatment in our services. What you say will be treated as confidential and will be used for monitoring purposes only.

### 1. Gender

Female  Male

### 2. Age

- 16- 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years

- 55 – 64 years
- 65 – 74 years
- 75 – 84 years
- 85+ years

### 3. Disability

Do you consider that you have a disability?

Yes  No

### 4. Ethnicity classification:

The ethnic group I most identify myself with is:

- White
- Black or Black British
- Mixed or multiple ethnic group
- Asian or Asian British
- Other

**If you would like this leaflet in another language, in Braille or larger print or on audio tape/CD please telephone 01895 556000 or email [contact@hillington.gov.uk](mailto:contact@hillington.gov.uk)**