

Tell Us What You Think

We want to provide you with a good service, but you might want to suggest improvements, or you might want to compliment us on getting it right. Sometimes things do go wrong and you may want to complain or just tell us about your concerns.

Compliments

A compliment can be about a service, a team or a member of staff. We would like to hear about it if you have received excellent customer service for example, staff have been professional, clear and helpful explanations have been provided, or if you have been treated with friendliness and respect.

"Your staff member was very efficient and helpful and explained everything thoroughly to us. Thank you."

"I appreciate the communication skills of your staff. They explained everything clearly & easily. Thank you."

Compliments will be shared as good practice and in the training of new staff.

You can provide feedback online or telephone us 01480 388388 or talk to any of our staff.

Complaints

We want to hear if you have had a poor service; did not get a service at all; or you have been treated unfairly or unprofessionally. We encourage any customer who has a concern to first speak to a member of staff in the relevant service area. If the problem can be solved on the spot then there is no need for the issue to go through the formal complaints process. However if the complaint cannot be dealt with immediately, or you would like a formal response, you can request this via our website: www.huntingdonshire.gov.uk, by email: complaints@huntingdonshire.gov.uk, by phone: 01480 388388, or in person at one of our Customer Service Centres.

Complaints will be used to help us improve our services

The outcome from a Planning complaint will be used as part of a training session for planning officers to better understand the council's duties with respect to protected species.

The outcome from a waste collection complaint has resulted in greater consideration now being given to the particular circumstances for customer requests to move from sack to bin collections and will allow a more flexible interpretation of the Council's policy.

There are some situations that we wouldn't take through the complaints process, for example a single incident of a service failure such as one missed bin collection as we should be given the opportunity to put this right; or where there is a disagreement with the result of a process that has its own appeal process such as planning or benefit decisions and parking fines; or the conduct of a Councillor, these will be dealt with by the Monitoring Officer; and finally, some complaints are expressions of dissatisfaction with the Council or Government policy as opposed to the Council's failure to live up to service standards. The Council will do its best to explain the policy and the reasons for it.

We aim to:

- acknowledge your complaint within 5 working days;
- fully investigate and respond within 20 working days. If we are unable to meet this timescale we will write to you again to tell you what action we are taking and when you can expect a response.

Your complaint will be dealt with in confidence and will only be discussed with those who need to know. We will contact you by email or letter.

If however you are still unhappy, the complaint will be passed onto the next stage where it will be investigated by a senior officer or independent officer.

If you are still not satisfied, you have the right to take your complaint to the Local Government Ombudsman. The Ombudsman will not usually investigate a complaint until the Council has had an opportunity to investigate and answer it first.

We will monitor trends and performance in our handling of complaints and report to our Standards Committee on an annual basis.