

Can someone help me make a complaint?

Your local councillor or the Citizens' Advice Bureau can help you.

You may wish to ask for help at any stage from friends or relatives; your local councillor or MP may also be able to help. The Citizens' Advice Bureau has staff who can help you make your complaint.

The York Citizens' Advice Bureau is at 3, Blossom Street, York.
Tel: 01904 636066

Can I have my complaint assessed by an independent body?

You can complain to the Ombudsman if you are still dissatisfied.

The Local Government Ombudsman, an independent organisation, will investigate complaints about the council. But they will only do this after the council has had the opportunity to put things right.

Ring 01904 551550 if you're unsure who you should contact about your complaint.

You can contact one of the following people should you need to make a Stage 3 complaint.

Chief Executive's

The Directorate Feedback Co-ordinator
The Guildhall
York, YO1 9QN
Tel: 01904 551550

City Strategy

The Directorate Feedback Co-ordinator
9 St Leonards Place
York, YO1 7ET
Tel: 01904 551550

Housing & Adults Social Services

The Directorate Feedback Co-ordinator
PO Box 404, 10/12 George Hudson Street
York, YO1 6ZE
Tel: 01904 551550 ext 4080

Learning, Culture and Children's Services

The Directorate Feedback Co-ordinator
Mill House, North Street
York, YO1 6JD
Tel: 01904 551550

Neighbourhood Services

The Directorate Feedback Co-ordinator
Eco Depot, Hazel Court
James Street, York, YO1 3DS
Tel: 01904 551550

Resources

The Directorate Feedback Co-ordinator
City Finance Centre
PO Box 3, Library Square
York, YO1 7DU
Tel: 01904 551550

Chief Executive

Bill McCarthy
The Guild Hall, York YO1 9QN
Tel. 01904 551550
e-mail cex.dept@york.gov.uk

MINICOM users can contact the Council using
Typetalk on 81001/01904 553562

If your complaint has not been sorted out to your satisfaction at Stage 3, you can complain to:

The Local Government Ombudsman
PO BOX 4771, Coventry, CV4 0EH
Tel: 0845 602 1983 or 024 76821960
Fax: 024 7682 0001
Text: "CALL BACK" to 0762 4804323

If you would like to make comments about the system for handling complaints, please contact the Customer Relations Improvements Officer
Tel: 01904 553421

This leaflet is also available on audio cassette and in large print, if required. Please contact the Council if you would like a copy.

This information can be provided in your own language.

我們也用您的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

☎ 01904 551550

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A PROBLEM SHARED

A problem shared

a guide for customers

Our Commitment

We are determined to make the service we provide for you as efficient and effective as possible.

If, however, you should have any problems with council services we have a procedure for handling complaints as swiftly and courteously as possible. The procedure is designed to make it easy for you to complain and get things put right quickly. And it helps us to prevent the problems happening again.

We will treat as a complaint any expression of dissatisfaction, however it is made, from a member of the public about the level or nature of a council service or policy, or the way in which the council's staff carry out their duties.

This leaflet explains how you can make a complaint and what you can expect from us if you do complain.

All complaints will be treated fairly and be given equal importance.

So how do I complain?

STAGE 1 Speak or write to the staff running the service.

Your complaint may be resolved by talking to the council staff member directly responsible for the service concerned. You can find out this person's name by asking at one of the council's receptions, by ringing the council on 01904 551550 or by writing to us.

The person you contact with your complaint will do all that they can to sort out your problem. They will tell you their name and what they will do. If a written response is needed you can expect it within ten working days.

A response to your complaint will be made within that time even if the problem is a complicated one that will take longer than ten days to sort out. If this happens we will tell you when a full reply will be given.

What if I'm still not happy?

STAGE 2 Tell the manager of the service about your complaint.

If you are not satisfied with what has been done, or if the problem continues despite the action taken, you should contact the manager of the service concerned.

The manager will record details of your complaint and check with you that these are correct. If you prefer, you can put the complaint in writing. The manager will examine the complaint and review the action taken so far.

You can expect a full response and for the problem to be sorted out within ten working days. If the problem will take longer than this to resolve, you will still receive notification of a date when you will have a full reply.

What should I do if this still does not resolve my problem?

STAGE 3 Put your complaint to the Director of the service.

It may be that we have not acted in the way we told you we would, or you are unhappy with the result of the action taken.

If so, you can put your complaint to the Director of the service concerned, or to the manager who ensures that all complaints within that department are handled properly. See the back of this leaflet for details of Stage 3 contacts.

If he or she is unable to find a solution, the matter will be referred to the Chief Executive, who will decide what needs to be done. Again, you can expect a response within ten working days.

What if my concerns are about a school or social care service?

Discuss your concerns with the staff at the school or social care centre.

There are special procedures, laid down by law, for dealing with complaints about:

- ▶ social care services for adults and children
- ▶ how schools teach the national curriculum
- ▶ how schools provide religious education and worship

When handling these complaints, the law requires we follow the special rules and timescales set by central Government.

Any concerns you have, however, are best discussed first with the staff running the service - whether at the school or the facility providing the social care service.

Annex D

In most cases, they will be able to put matters right. If you are still unhappy with what has been done, you will be given advice on how to pursue the complaint.

Information on these procedures is available from the following:

For Social Care Services:

- ▶ The Complaints Manager, Social Care Services, PO Box 402, George Hudson Street, York, YO1 6ZE Telephone 01904 551550 ext 4080 Leaflets explaining the different procedures for adult's and children's services are available from this office

For schools:

- ▶ The headteacher at the school, or from the Education Officer (Access) PO Box 404, George Hudson Street, York YO1 6ZG Telephone 01904 551550 ext 4246

Do I have to give my name?

We will deal with all complaints in the way described above, as long as we have enough information to enable us to investigate them fully.

We will only ask you for the details that will enable us to look into the matter properly. That means we will only ask for your name or address if this is really needed. Any details you give us will be kept confidential.

Where we don't need your name, you can ring us back and we will let you know what action we've taken.