



Compliments, Concerns & Complaints

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We strive to achieve the highest standards of customer service and care in serving you. We aim to learn from what you tell us we're doing well and if you have a concern or complaint we aim to learn from your feedback.

Telling us when you are dissatisfied with our service is important as it means we have an opportunity to put things right there and then and improve the service in the future.

We welcome your feedback by telephone but you may be asked to complete a concern and complaints form to ensure we have a full understanding of where we did not meet your expectations. It also helps us to understand what you think should be done to put things right.

This information leaflet tells you how to make a compliment, express concerns or make a complaint and what we will do to resolve it promptly and fairly.

If you would like to receive a copy of this information leaflet in a different format, for example, larger print, Braille or tape please contact our Customer Services Team at

 customerservices@flintshire.gov.uk

 01352 703020

Compliments

If you wish to compliment a service or employee then you should contact the service you have been dealing with or the Customer Services Team. Your feedback will be acknowledged and recorded on our database.

Concerns and complaints

When you express a concern or complain, we will usually respond in the way we explain below. However, if you're approaching us for a service for the first time e.g. reporting a missed bin collection or a housing repair then this procedure doesn't apply. You should first give us a chance to respond to your request. You can make a request for a service at www.flintshire.gov.uk or by contacting our Customer Services Team.

Normally, we only look at your complaint if you tell us about it within 12 months from when the problem occurred. We may exceptionally be able to look at complaints which are brought to our attention later than this but you will have to give us strong reasons why you have not been able to bring it to our attention sooner. In any event, we will not consider any complaints about matters that took place more than three years ago.

Step 1

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. Contact the service you have been dealing with or the Customer Services Team; the attached form is available for your use. Your complaint will be recorded and if it is not possible to resolve the matter straight away we will formally acknowledge your complaint within 5 working days. The service will aim to provide a full response within 10 working days from receipt of your complaint. If your complaint is complex it may take longer than 10 working days to resolve and we will keep you updated on a regular basis.

Step 2

If you are not satisfied with the response you receive from us when you first complain, you can ask for your complaint to be escalated to Step 2. Contact the Customer Services Team who will ensure that your complaint is considered by the Corporate Complaints Officer or an appropriate senior officer. We will tell you who has been asked to look into your complaint and we will also ask you to tell us what outcome you're hoping for. The officer looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us. We aim to resolve Step 2 complaints within 20 working days from receipt but if your complaint is more complex, we will let you know within this time why we think it may take longer to consider.

Step 3

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining have been treated unfairly or received a bad service through some failure on the part of the Council or have been disadvantaged personally by a service failure. The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by e-mail ask@ombudsman-wales.org.uk or telephone on 0845 601 0987. You can also write to Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ and further information can be found on www.ombudsman-wales.org.uk

Contacts

In the first instance always contact the service you have been dealing with if you have their contact details. Alternatively:

-  www.flintshire.gov.uk
-  customerservices@flintshire.gov.uk
-  01352 703020
-  Customer Services Team, Flintshire County Council,
Mold CH7 6ZY

Data Protection

Any personal data supplied by you will be held or processed (as and when necessary) by us for Council purposes as contained in the Council's current notification to the Information Commissioner and in accordance with the provisions of the Data Protection Act 1998. Disclosure of this information to third parties may take place where there is reason for doing so and to the extent that the law allows.

A full copy of our compliments, concerns and complaints policy can be viewed at www.flintshire.gov.uk or you can request a copy from the Customer Services Team.