



Guide to making a complaint

Don't delay

Complain to us as soon as possible after the event when it is much easier to remember all the details. For this reason, we usually don't look into events that happened more than 12 months ago (although we can in exceptional cases).

Put it in writing

It is helpful to put your complaint in writing if you can. Please use our on-line webforms. If you can't put your complaint in writing, please explain this to the service you have been dealing with and someone will take your complaint down for you.

Be clear and brief

Cover all the relevant points, but be as brief as you can. Say what happened, when it happened, and what the result was.

Please give us your contact telephone and email details, as well as your address. Then, if we need more information about your complaint, we can contact you and ask.

Provide evidence

Send copies of relevant documents, if they will help us understand your complaint or provide evidence to support it. If posting, make sure you keep copies yourself - you may want to keep any original documents and send copies of these with your complaint.

Keep notes of any telephone calls about your complaint, including the name of the person you spoke to. This may be important later.

Check it through

If you can, ask someone to read your complaint before you send it – if they can't understand it then we may struggle too.

Tell us what you want

Explain clearly what you hope to achieve by complaining. But please be realistic: Your request needs to be fair and in line with the problems you have had.

Be polite

Everyone has the right to come to work and not be subjected to offensive language. Whether writing or speaking to Council officers, please try to remain polite and use appropriate language.

Please be patient

We have service standards for complaints responses. You will receive an acknowledgement and a date by which we aim to get back to you. We'll keep you updated, but please contact us if you are concerned about the progress of your complaint.