



# Compliments, Comments & Complaints

This leaflet tells you how to compliment,  
comment or complain about our Services

[www.wakefield.gov.uk](http://www.wakefield.gov.uk)

**wakefield**council  
working for you

# Comments, Compliments and Complaints

## We welcome your views

We are pleased to receive your comments and views and aim to use what you tell us to make improvements. To help us to do this, Wakefield Council has a customer feedback scheme so you are able to compliment us, make comments about what we do, raise concerns and make complaints.

We want you to tell us where we are going wrong as well as when we are doing a good job.

## How to compliment the council or make a comment

When we get a compliment we will share it with others and make sure it is passed to the right service and tell the people you are pleased with.

## What we can do

We can look at complaints about most council services including:

### Family Services

- Adult social care
- Children's social care

### Corporate Services

- Neighbour and noise nuisance
- Household waste and recycling collections
- Potholes/condition of road surfaces
- Street sweeping/litter bins
- Planning matters
- Council Tax/benefits
- Libraries
- Sports & leisure facilities

Comments, Compliments and Complaints for Corporate Services should be forwarded to:

Customer Relations Team

Phone: **0845 8 506 506**

Fax: **01977 724308**

E-mail: [customerrelations@wakefield.gov.uk](mailto:customerrelations@wakefield.gov.uk)

## Social Services

Comments, Compliments and Complaints for social care are dealt with under a separate procedure by law. If your complaint is about Social Services please contact:

Complaints and Representations Team

Phone: **01924 302840**

Fax: **01924 302841**

E-mail:

[familyservicescomplaints@wakefield.gov.uk](mailto:familyservicescomplaints@wakefield.gov.uk)

## Schools

Schools are managed independently of Wakefield Council. If you have a complaint about a school, you should contact the school directly.

If you need more advice please contact:

Family Services

Complaints and Representations Team

County Hall, Bond Street, Wakefield WF1 2QW

Telephone: **01924 302840**

Fax: **01924 302841**

Email:

[familyservicescomplaints@wakefield.gov.uk](mailto:familyservicescomplaints@wakefield.gov.uk)

## Councillors

If you want to complain about a councillor you should write to :

The Council's Monitoring Officer

Town Hall, Wood Street, Wakefield WF1 2HQ

# Tell us about your Compliment or Complaint

## You can use this form to tell us what you think

Your name (please print)

Your address

Your postcode

Your phone number

Email

## If you are writing on behalf of someone else, please give their name and address as well as yours

Their name (please print)

Is the person aware you are writing on their behalf? (please tick)

YES

NO

Their address

Their postcode

Your phone number

Email

## Date

Please send this form to:

The Customer Relations Team, Wakefield One, PO Box 700, Burton Street, Wakefield WF1 2EB.

**Please indicate by ticking the appropriate box below what you are using this form for:**

Compliments

Comments

Concerns

Complaints

**Please tell us in as much detail as possible about what happened, where it happened and when it happened, and give the names of anyone involved**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**Have you spoken to anyone about this already? If so who?**

.....

**If you are using this form to complain, tell us what you think we could do to put things right**

A series of horizontal dotted lines for writing, preceded by a solid green vertical line on the left side.

# How we deal with your complaints

## Complaints Policy

The Complaints Policy has two stages

### Stage One

Service Area Investigation

- Your complaint is acknowledged within two working days
- We will tell you the Service Manager who will be dealing with your complaint
- You will receive a response within ten working days

The response will:

- outline the decision taken
- explain any actions to be taken
- If the Service Manager needs more time to investigate your complaint you will be told the reason why and a new date will be given
- If you are not satisfied with the response you can ask for it to be considered at the next and final stage of the Complaints Procedure

### Stage Two

Appeal to the Customer Relations Manager

- Your complaint is acknowledged within two working days
- You will receive a full response and decision within 15 working days
- An independent Customer Relations Officer will review your complaint
- They will look at the procedure followed, the details of your case and the decision made by the Service Manager
- If the officer needs more time to carry out the investigation you will be updated on progress
- You will receive a final response and decision based on this investigation
- This is the final stage of the Council Complaints Procedure

If you want more advice or assistance in making a complaint contact:

Customer Relations

Wakefield One

PO Box 700

Burton Street, Wakefield WF1 2EB

Phone: **01924 305757**

Fax: **01977 724308**

E-mail: **customerrelations@wakefield.gov.uk**

## Local Government Ombudsman

If you are still not satisfied with the Council's final decision, you can ask the Local Government Ombudsman to look into your case.

The Ombudsman will:

- look into the actions of the Council
- investigate further if they feel the Council has not acted correctly
- provide you with a decision on your complaint
- provide the service free of charge

Information on how to do this is available from the Customer Relations Team or you can contact the Ombudsman directly at:

The Local Government Ombudsman

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Call the LGO Advice Team on **0300 061 0614** or **0845 602 1983**

Email: **advice@lgo.org.uk**

Write to the Local Government Ombudsman,

PO Box 4771

Coventry CV4 0EH

If you have any general enquiries about Council Services contact the Council's Contact Centre which is available 24 hours a day 7 days a week.

Phone: **0845 8 506 506**

Email: **customerservices@wakefield.gov.uk**

# Monitoring form

## Gender

Male  Female

## Your Age

0-11  12-18  19-30  31-45  46-60  61-75  76+

## If you are complaining on behalf of someone else, please indicate their age group

0-11  12-18  19-30  31-45  46-60  61-75  76+

## Disability

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on their ability to carry out normal day-to-day activities. The definition includes conditions such as cancer, HIV, mental illness and learning disabilities.

## Do you consider yourself to have a disability according to the above definition?

Yes  No

## Sexual orientation

Heterosexual  Bisexual  Gay man  Lesbian

## Religion

Buddhist  Christian  Hindu  Jewish  Muslim  
 Sikh  No religion  Other (please specify) .....

## Ethnicity

### White

British  Irish

Any other white background .....

### Any other Mixed background

White & Black Caribbean  White & Black African

White & Asian  Any other mixed background .....

### Chinese

Chinese  Chinese British

### Asian or Asian British

Indian  Pakistani  Bangladeshi

Any other Asian background .....

### Black or Black British

Caribbean  African

Any other black background .....

### Would you describe yourself as...

Traveller

Gypsy

This form will be used for monitoring purposes only and will not influence your complaint.