

# Wakefield Council operates an Equal Opportunities Policy

## Completing this section is optional

Please describe which you feel your ethnic/racial origin is (tick the relevant box).

- |   |   |
|---|---|
| <input type="checkbox"/> White Mixed                | <input type="checkbox"/> White British          |
| <input type="checkbox"/> White & Black Caribbean    | <input type="checkbox"/> White Irish            |
| <input type="checkbox"/> White & Black African      | <input type="checkbox"/> White & Asian          |
| <input type="checkbox"/> Any other White background |   |
| <input type="checkbox"/> Any other mixed            |   |
| <input type="checkbox"/> Asian or Asian British     | <input type="checkbox"/> Black or Black British |
| <input type="checkbox"/> Indian                     | <input type="checkbox"/> Caribbean              |
| <input type="checkbox"/> Pakistani                  | <input type="checkbox"/> African                |
| <input type="checkbox"/> Bangladeshi                | <input type="checkbox"/> Chinese                |
| <input type="checkbox"/> Any other Black background |   |
| <input type="checkbox"/> Any other Asian background |   |
| <input type="checkbox"/> Any other Ethnic group     |   |

# How we deal with your complaints

## The Complaints Policy has Two Stages

### Stage One: Service Area Investigation

Complaints are acknowledged in writing within two working days and customers are notified of the Service Manager who has been appointed to deal with their complaint. Customers will receive a response, detailing the decision of the Service Manager, explaining any actions to be taken, within 10 working days. If this is not possible, they will be told the reason why and a new completion date given. If customers are not satisfied with the Council's response at this stage, they would escalate the issue to the next and final stage of the Complaints Procedure.

### Stage Two: Appeal to the Complaints Manager

A Customer Relations Officer who has had no involvement with your complaint will review your case. This includes the procedure followed, the circumstances of the case and the decision reached. Complaints are acknowledged within two working days and a decision reached within 15 working days. If a case is very complex and more time is needed, customers are kept informed of progress.

If you would like further advice or assistance in making a complaint, contact:  
 Customer Relations  
 First Floor, Municipal Buildings  
 Headlands Road, Pontefract WF8 1BE  
 Phone: 0845 8 506 506  
 Fax: 01977 724308  
 E-mail: customerrelations@wakefield.gov.uk

## The Local Government Ombudsman

If customers are still not satisfied with the Council's final decision, they may refer the matter to the Local Government Ombudsman. The Ombudsman will look into the actions of the Council and will investigate further if they feel maladministration has occurred. The service provided by the Ombudsman is free of charge. Information on how you can do this is available from the Customer Relations Team or directly from:

The Local Government Ombudsman  
 Website: www.lgo.org.uk  
 Phone: 0845 602 1983  
 Email: advise@lgo.org.uk

For general enquiries about Councils 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



# How to obtain this leaflet in other formats

Translations of this "Complaints & Compliments" leaflet are available in Polish, Farsi, Kurdish, Urdu, French and Tigrinya. If you need this booklet translated into another language, please complete and return the form below. *Tick box for language required.*

- Polish**  
Jeśli potrzebujesz polskiego tłumaczenia tej broszury, wypełnij i odeślij poniższy formularz.
- Farsi**  
اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید
- Kurdish**  
ئەگەر دەتەوێت ئەم نامەڵکەییە بۆ کوردی تەرجومەیکریت، ئێمە تەنێک ئەم فۆرمەیی خوارمە پڕبکەرە و بێنێرە.
- French**  
S'il faut vous traduire ce livret en français, veuillez remplir le formulaire cidessous et nous le renvoyer.
- Urdu**  
اگر آپ کو اس کتابچے کا ترجمہ اردو زبان میں چاہیے تو مہربانی کر کے نیچے دئے گئے فارم کو پُر کر کے بھیج دیں
- Tigrinya**  
እዛ መጽሓፍ ብተግርኛ ክትትርጎሙልኩም እንተደልኹም፣ ነዛ ኣብ ታሕቲ ዘላ ፎርም መልእኩም ምልሱዎ።

Please indicate if you would like a copy of this in another language (not listed above) or any of the following formats and send to the freepost address below or telephone 01924 306225.

- Large print
- On audio tape
- In Braille
- Another language, Please state: .....

Name .....

Address .....

.....

Please return this form to:  
 The Customer Relations Team  
 First Floor, Municipal Buildings, Pontefract WF8 1BE



# Complaints & Compliments

## We welcome your Views

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

