

Have Your Say

Commendations Comments & Complaints



Putting Our
Customers First



Stockton-on-Tees
BOROUGH COUNCIL

Please enter full details below.
Please continue on a separate sheet of
paper if necessary.

Your Signature

Today's Date

Stockton-on-Tees Borough Council is the data controller for the purposes of the Data Protection Act of 1998. Please note that you are entitled to obtain details of the data, the purposes for which it is held and a description of those to whom it may be disclosed, by contacting Lesley Donnelly on 01642 527312

Your Commendations Comments & Complaints

Your Name

Your Address

Your daytime telephone number

I Want To Tell You About...

Please tick the appropriate box then turn over to give full details.

My Commendation

My Comment

My Complaint

What I would like to happen as a result of my Commendation / Comment / Complaint.

Service Area (if known)

Improving Services

Stockton-on-Tees Borough Council provides a wide range of services.

We try to provide the best possible service at all times. It is important that customers who use our services tell us how we are doing.

We welcome your views

You may have a compliment, (for instance if you have found a particular service or member of staff helpful), ideas about how we could do things better or you may have a complaint.

Whatever your views are, we welcome them. We will use them to improve our services.

How to get in touch

You can contact us by letter, email, telephone, visit us in person, use the form at the back of this leaflet or make your views known to your local Councillor.

- **By post to**

Customer Comments
Stockton-on-Tees Borough Council
PO Box 660, Municipal Buildings
Church Road
Stockton on Tees
TS18 1WY

- **By email**

Haveyoursay@stockton.gov.uk

- **By telephone**

If you ring 01642 393939, you will be put in touch with the appropriate officer.

- **By calling in**

You can visit any of our reception areas and the staff there will be pleased to listen to your views, make a note of them and pass them on for attention.

What we will do

We will pass on your commendations to the staff involved.

We will consider carefully all comments that are received to see how we can improve our services.

We will investigate your complaints. If you are unhappy with our services, we will look carefully at the issue you have raised.

We will respond to a complaint as quickly as possible. Generally this will be within 10 working days. However issues involving Health & Social Care may take up to 28 days to investigate fully. If a complaint is particularly complicated and likely to take longer than 10 / 28 days we will advise you of this.

We will consider your complaints to see how we can improve our services so the same complaint does not arise again.

What if you disagree with our response?

If you are unhappy with the way we have dealt with your complaint, let us know. We will review your complaint and the follow-up action taken, and advise you of the outcome in writing, within 20 working days.

You can also put your complaint to the Local Ombudsman. The Ombudsman is independent and would expect you to have used the Council's complaints procedure before becoming involved. If the Ombudsman decides you have been treated unfairly, we will take action to put things right. You can collect an advisory leaflet from any of our reception areas or we will send one to you through the post.

Alternatively you can write to the Ombudsman at:

Beverley House
17 Shipton Road
York
YO3 6FZ

Or telephone

01904 380200