# Rossendale Borough Council Complaints, Compliments and Feedback

We believe that customer complaints and feedback can be used positively to help us to improve our services in the future. We would like to know your views.

Our staff work hard to provide high quality services to everyone. If you can let us know when we have done a good job, we can praise the staff involved.

We also want to know your views on how we can improve services.

If you are unhappy with the way we have done something, we would also like you to tell us so that we can try and put things right.

We would like to hear from you if:

- · You have an idea that will help the Council to do things better
- We have done a good job
- We have done something wrong or you want to complain

Complaints can be made by the following methods:

Online form: Compliments, complaints and feedback | Instructions - Rossendale Borough Council Bv email: complaints@rossendalebc.gov.uk

In writing to: Corporate Support, Rossendale Borough Council, The Business Centre, Futures Park, Newchurch Road, Bacup. OL13 0BB

Other formats are available on request, please telephone 01706 217777 for information.



**The Complaints Process** 

## Stage 1

Once you have sent us your complaint, a Manager will investigate and send you a full reply within 10 working days, or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve. You have the right to have the case reviewed by a Senior Manager if you remain dissatisfied with the response given or the action taken at Stage 1.

#### Stage 2

Once you have sent us details outlining why you are dissatisfied with the Stage 1 response, we will send your complaint to a Senior Manager to be investigated. We will send you a full reply within 10 working days or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve. If you remain dissatisfied with the response given at Stage 2, you have the right to complain to the Local Government Ombudsman.

#### **Local Government Ombudsman**

The Local Government Ombudsman Service exists to investigate complaints about a wide range of public bodies, but principally local councils. However, the Ombudsman will usually only take on complaints which have been fully investigated under the Council's own complaints procedure and where the customer remains dissatisfied with the response given. This means that the customer should have completed both Stage 1 and Stage 2 of the complaints process before the Ombudsman will accept the complaint for further investigation.

### Filling out a Customer Feedback form.

- 1. The first section is for your contact details.
- 2. The second section is the complaint /feedback. Fill in all the details, adding a separate continuation sheet if required.
- 3. The third section is our monitoring form. This is optional but it will help us understand who our customers are.
- 4. Please return the form to: Complaints, Rossendale Borough Council, Room 206, Futures Park, Bacup, OL13 0BB, or email it to <a href="mailto:complaints@rossendalebc.gov.uk">complaints@rossendalebc.gov.uk</a> Alternatively you can visit our website at <a href="mailto:Compliments">Compliments and complaints | Rossendale Borough Council</a> and complete the online form.

### We aim to:

- Acknowledge your complaint/feedback on receipt, and inform you it is being dealt with.
- Send you a full reply within a further 10 working days or keep you informed of the progress of your complaint/feedback should it take longer than 2 weeks to resolve.
- Provide you with a right to have your case reviewed by a Senior Manager if you are dissatisfied with the reply you receive or the action taken.

dissatisfied with the reply you reserve of the determ taken.		
Address:	Please fill in your details below:  Telephone:	
7	Complaint/Feedback Form, Please give details below: This is a: comment compliment complaint	
Please attach a continuation sheet if you need more space to write your comments.  Please tell us what action you think we should take:		

About you (optional): Are you: Male ☐ Female ☐			
Do you consider yourself to have a disability: Yes ☐ No ☐			
Are you aged: Under 20 years ☐ 20-29 years ☐ 30-39 years ☐ 40-49 years ☐ 50-59 years ☐ 60-69 years ☐ 70+ years ☐			
How would you describe your ethnic origin?			
White: British ☐ Irish ☐ Any other white background, please specify ☐			
Asian or Asian British: Bangladeshi ☐ Indian ☐ Pakistani ☐ Any other Asian background, please specify ☐			
Black or Black British: African ☐ Caribbean ☐ Any other Black/Black British background, please specify ☐			
Mixed Ethnicity: White and Asian ☐ White and Black African ☐ Any other mixed ethnic origin, please specify ☐			
Other: Chinese ☐ Any other, please specify ☐			

اگرآپ کو اِن معلومات کا خلاصہ بڑے حروف میں ،آؤیو کیسٹ پر ، بیانگریزی کے علاوہ کسی اور زبان میں در کارہے تو برائ مہر بانی ہمیں بتا کیں ، ہم بخوشی آپ کے لئے اِس کا انتظام کریں گے۔ برائے مہر بانی 01706217777 پڑیلیفون کریں یا مچرکمیونی کیشن سیشن سے اِس بیتہ پر رابطہ قائم کریں:

Communications Section, PO Box 74, Bacup, OL13 0WU

আপনি যদি এসব তথ্যের সার সংক্ষেপ বড় হরফের ছাপায়, অভিও ক্যাসেটে অথবা ইংরেজী ছাড়া অন্য কোন ভাষায় পেতে চান তাহলে অনুগ্রহ করে আমাদেরকে জানালে আমরা অত্যন্ত খুশী মনে তার ব্যবস্হা করব।

অনুগ্রহ করে ০১৭০৬ ২১৭৭৭৭ এই নাম্বারে অথবা কমিউনিকেশন সেকশন, টাউন সেন্টার অফিস, রটেন্সটল বি.বি.৪ ৭এল.জেড. এই ঠিকানায় যোগাযোগ করুন।

Thanks for taking the time to tell us what you think. By doing this you are helping the Council do things better for everyone.