

# Customer Feedback Policy

**This policy is to inform customers of the methods of providing feedback to the Council and what the Council will do with any feedback received.**

## Document Control

Version control	V4
Author	Vicky Thornber
Key stakeholders / contributors	Customers Customer management Officers responsible for receiving, investigating and responding to feedback
Lead Directorate	Customer Management
Implementation due date	
Approving body	Council Cabinet/CLT
Approval date	
Accountable Service Director	Andy Brammall

## Supporting information

Policy or strategy type (statutory/non statutory and/or internal or external)	Non Statutory External
Equality impact assessment date completed	2 April 2014
Safeguarding implications / assessment date completed	N/A
Policy and Improvement review completed (Y/N)	Reviewed by Policy Group on 24 January 2019
Revised / updated date	March 2019
Next Review date	March 2022
Reviewing officer	Vicky Thornber

# Contents

<b>Introduction.....</b>	<b>3</b>
<b>What is not covered under the policy?.....</b>	<b>3</b>
Complaints about policies.....	3
Complaints about schools.....	3
Complaints relating to Derby Homes.....	3
Health.....	3
Reviews and tribunals.....	3
Time limit.....	4
<b>How can I give feedback?.....</b>	<b>4</b>
<b>What happens when we receive your feedback?.....</b>	<b>5</b>
Compliments.....	5
Comments.....	5
Complaints.....	5
Stage One.....	5
Stage Two.....	5
<b>Local Government Ombudsman.....</b>	<b>6</b>
<b>Children's Complaints Review Panel.....</b>	<b>6</b>
<b>Complaints summary process.....</b>	<b>7</b>



## Introduction

At Derby City Council, we aim to deliver high quality services with our customers at the heart of everything we do. We are passionate about developing and improving services and welcome all feedback from customers. We aim to deal with comments and concerns in a fair and consistent way. We want to learn from what went well, as well as any mistakes we have made, so that we can improve our services.

You can complain if you think:

- We did something wrong
- We didn't do something well enough
- We didn't do something quickly enough
- We were rude or inconsiderate

You can make a complaint yourself, or you can ask someone else to do this for you, for example, advocates, a friend or your local Councillor or MP. If you are complaining on behalf of someone else, we need to make sure you have their permission to do so.

This could be with a signed declaration, or we may contact them to make sure they are happy for us to proceed with the complaint. If you are complaining on behalf of someone who may not be able to give their permission, we will check to make sure you have the authority to act on their behalf.

### What is not covered under the customer feedback policy?

- [A request for information or service](#) [A request under the data protection act](#)
- [A request under the freedom of information act](#)
- Anything that is under investigation by an insurance provider
- Anything that is currently in legal proceedings

**Complaints about Council policies** - these will be logged as a comment. You will still get a response from the service if you ask for one, and we will look at comments received when we are reviewing the policy.

**Complaints about schools** – each School is required to have its own complaints procedure. Please contact the school directly.

**Complaints relating to Derby Homes (Management Company of our Council Houses)** – these should be directed to [Derby Homes](#).

**Health** – Health Watch Derby can assist customers with a range of complaints and concerns regarding health and social care. <https://www.healthwatchderby.co.uk/>

**Reviews and tribunals** - Some services have their own review or tribunal processes, and these are not covered under the complaints policy.

These include:

- [Parking or other traffic fines](#)
- [Education, health and care plans and special educational provision](#)
- [Schools admissions](#)
- [Benefits applications](#)
- [Planning applications](#)
- [Conduct of councillors](#)

**Time limit** - Complaints should be made within 12 months of the issue arising. If a complaint relates to something more than 12 months old, we may not be able to investigate it.

### How can I give feedback?

You can tell us about a complaint, provide positive feedback or a comment using our Customer Services online form - this will immediately log your complaint or comment onto our system. You will receive an automatic notification that your feedback has been received.

If you prefer, you can also call or write to our customer feedback team using the details below:

Online	<a href="https://www.derby.gov.uk/myaccount">Derby.gov.uk/myaccount</a>
By telephone, minicom or text	Telephone: 01332 643498 Minicom: 01332 640666 Text: 07812 300571
In writing	Send a letter to: Customer Feedback Derby City Council The Council House Corporation Street Derby DE1 2FS

We are present on a variety of social media platforms. You can make a complaint in this way, but it will not be treated as a formal complaint.

We can provide information on request on how to give feedback in other community languages, and other ways such as Braille, Sign Video, large print and we will make reasonable adjustments for disabled customers.

We can also put you in touch with an independent person who can speak on your behalf, help with translation or interpretation, or provide any other help needed at any stage in the feedback procedure.

## **What happens when we receive your feedback?**

All feedback will be recorded on our system and acknowledged within two working days of when we receive it.

**Compliments** will be shared with the service or member of staff it relates to. You can also nominate staff for formal recognition via our website.

**Comments** (either positive or negative) in relation to a policy will be sent to the relevant Head of Service to enable them to take any action if necessary. When we review our policies we take into consideration any comments made about a policy, however in some circumstances, we may need to take immediate action to improve our policies or working practises, for example where a comment relates to equality and diversity or safeguarding. If you have stated that you require a response to your comment, we will aim to respond within 10 working days.

**Complaints** are dealt with under our two stage complaints process. If for any reason we cannot review a complaint under this feedback procedure, we will write to you within 10 working days to explain why.

When things go wrong, our aim is to put things right as quickly as possible. Our staff are trained to deal with routine issues as they arise, so we ask that you raise the issue with the service before making a formal complaint.

**Stage One:** Our aim is to investigate your complaint and give you a full response within 10 working days from the date we receive it. If your complaint is about Children's or adult social care or Special Educational Needs and Disabilities (SEND), this should be within 20 working days. Sometimes we may need longer to investigate, we will contact you to let you know when this is the case, explain the reasons why, and how long we expect it to take.

If we have made a mistake, we will apologise and try to put things right. We will also explain what actions we intend to take as a result of your complaint, including how we will make sure the same situation does not arise again for you or for other customers. If we think we have acted in accordance with our policies and customer service standards, we will explain how we have come to this decision and what we can do to help.

Customers unhappy with our stage one response for an Adult Social Care complaint will be directed to the Local Government Ombudsman, in line with the Local Authority Social Services and National Health Service complaints (England) Regulations 2009.

**Stage Two:** If you are not happy with our response to your complaint at stage one, you can ask us to look at it again under stage two of the complaints procedure. You need to contact your investigating officer or the Customer Services Team within 20 working days of your response, and let us know why you are not happy.

This information will then be reviewed, taking into consideration what has been investigated at stage one and your reasons for why this has not fulfilled your expectations. If we think that the council's response will stay the same we may

confirm a final decision at stage one, however if we agree that a further investigation is required then the matter will be escalated to stage two. Our aim is to investigate your complaint and give you a full response within 20 working days from the date we receive it. Sometimes we may need longer to investigate, we will contact you to let you know when this is the case, explain the reasons why, and how long we expect it to take.

**Local Government Ombudsman:** If you are still not happy with the outcome, you can ask the Local Government Ombudsman to look at your complaint. The Local Government Ombudsman is independent of all government departments, and is confidential and free of charge.

You can approach the Ombudsman at any point during the complaints process. However, the Ombudsman will normally accept a complaint only if all stages of the Council's Complaints Procedure have been completed, or if there is insufficient progress made within 12 weeks.

**Local Government Ombudsman**

PO Box 4771

Coventry CV4 0EH

<http://www.lgo.org.uk/contactus/>

Telephone - 0300 061 0614

You can also text 'call back' to 0762 480 3014. And you can contact using a textphone via the Text Relay service (formerly Typetalk)

**Children's Complaints Review Panel:** If your complaint relates to children's social care, following stage 2 you can request for your case to be referred to a panel which will meet within 30 working days. The Panel is made up of three independent people who will review your complaint and how the Council has dealt with it. You will be asked to attend this meeting.

If after reading this policy, you require more information please contact us at [customer.feedback@derby.gov.uk](mailto:customer.feedback@derby.gov.uk) or call 01332 293111 (Minicom: 01332 640666)

## Complaints Process Summary

If you are not happy with our response to your complaint, you can progress to the next stage in our complaints process.

