



# Not satisfied with our Service?

## Then tell us!

For further copies of this leaflet or an alternative format such as Large Print or Audio Tape please contact 01228 817000 or visit our website at [www.carlisle.gov.uk](http://www.carlisle.gov.uk)

### CARLISLE CITY COUNCIL ...

**...aims to serve its customers as effectively and courteously as possible**

However, even the best service sometimes goes wrong - and if it does **we want to know about it.**

We welcome your complaint because it gives us the chance to put things right and improve our services. This leaflet is to help you tell us when something is wrong and to explain what we will do to sort it out.

### WHEN SHOULD I COMPLAIN?

- When we have failed to do something we should have done.
- When we have agreed to do something but haven't.
- When we have given a poor service.
- When we have treated you unfairly or discourteously.

### HOW DO I CONTACT THE COUNCIL ABOUT A COMPLAINT?

Firstly we will try to resolve your complaint informally.

You can visit the Civic Centre in person where all services have reception facilities, or you may telephone us on 01228 817000 and ask for the service you want. The Carlisle Pocket Guide lists City Council services and their contact numbers.

If you prefer you can write to the City Council at the address on this leaflet or you can e-mail the City Council at **[complaints@carlisle.gov.uk](mailto:complaints@carlisle.gov.uk)**

**If for any reason your complaint is not resolved informally then please read on...**

## KEEP THIS PAGE



### HOW SHOULD I MAKE A COMPLAINT?

Use the form attached to this leaflet to explain your complaint and what you would like to happen. Then just give your name and address and post it to our freepost address (no stamp needed).

Our reception staff or a friend can fill the form in for you should you prefer this. Further copies of this leaflet are available at Community Centres and other City Council buildings.

The form can also be downloaded from our website at [www.carlisle.gov.uk](http://www.carlisle.gov.uk) or you can e-mail your complaint to [complaints@carlisle.gov.uk](mailto:complaints@carlisle.gov.uk)



### WHAT HAPPENS NEXT?

All complaint forms are received and recorded by the Council's Corporate Complaints section. You will be sent an acknowledgement within five working days.

Your complaint will be investigated by a manager of the service concerned and a response will be issued to you within 15 working days.



### WHAT IF I AM STILL NOT SATISFIED?

If you are unhappy with the response to your complaint please contact the Corporate Complaints section which will call a Board of Arbitration of three City Councillors. They will examine your complaint and discuss relevant points with you as necessary. You will be sent their decision within 20 working days of the Board of Arbitration.

If you are still dissatisfied you may wish to complain to the Local Government Ombudsman (LGO). LGO leaflets explaining how to do this are available from the Civic Centre, by telephoning 0845 602 1983 or by visiting the LGO website at [www.lgo.org.uk](http://www.lgo.org.uk)



### WHAT ABOUT THE FUTURE?

The City Council aims to use all complaints information to positively improve the services it delivers. We will monitor problems to ensure that changes occur where necessary.

The number of complaints received and our findings are reported annually.

**CARLISLE CITY COUNCIL, 01228 817000**  
E-mail: [complaints@carlisle.gov.uk](mailto:complaints@carlisle.gov.uk)



#### 4. HAVE YOU REPORTED THIS PROBLEM PREVIOUSLY?

Who to:

Which office/service:

The date you reported it:

Please complete this section in capital letters

Title: Mr/Mrs/Ms/Miss

Name:

Address:

Post Code:

Signed:

Date:

Tel. No:

E-mail address:

#### DATA PROTECTION

In order to investigate your complaint the information you provide, including your personal details, may need to be divulged to Council staff and to City Councillors.

Details of complaints received and our findings, without publishing names or other personal details, are reported to Council and are available to the public.

Should you refer your complaint to any other organisation such as the Local Government Ombudsman then information may be provided to them on request.

**Freepost RLUB-YGCX-YEYB  
Carlisle City Council  
Corporate Complaints  
CARLISLE CA3 8QG**

# Monitoring our equal opportunities policy

We want to find out if we are giving as good a service as we can to all complainants. To help us do this, please fill in this form and send it to us. The information we get will help us decide how we can assist as many people as possible. This form will only be used for monitoring purposes and will not affect the way your complaint is handled. All information given here is confidential and anonymous. Completion is voluntary.

## 1. Ethnicity

		Tick			Tick
White	British		Mixed	Caribbean	
	Irish			African	
	Gypsy Traveller / Roma			Asian	
	Irish Traveller			Other mixed background: (Please State)	
	Polish			Caribbean	
	Lithuanian			African	
	Other white background: (Please State)		Black or Black British	Other Black background: (Please State)	
Asian or Asian British	Indian		Chinese or other Ethnic Groups	Chinese	
	Pakistani			Philippine	
	Bangladeshi			Other: (Please State)	
	Other Asian background: (Please State)		Undeclared		

## 2. Disability

None	
Registered Disabled under DDA definition	
Disabled under DDA definition but not registered	
Long term limiting condition that affects health	
Long term limiting condition that does not affect health	
Undeclared	

## 3. Gender

Male	
Female	
Transgender	
Undeclared	

## 4. Age

0-15	
16-24	
25-34	
35-44	
45-59	
60-74	
75+	
Undeclared	

## 5. Sexuality

Heterosexual	
Gay	
Lesbian	
Bi-Sexual	
Undeclared	

## 6. Religion / Belief

Buddhist	
Christian	
Hindu	
Jewish	
Muslim	
Sikh	
None Religious	
Other: (Please State)	
Undeclared	