

CARLISLE
CITY COUNCIL



www.carlisle.gov.uk

Not satisfied with our Service? Please tell us!

For further copies of this leaflet or an alternative format such as Large Print or Audio Tape please contact 01228 817 200 or visit our website at 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 within the department concerned. You can submit your complaint online to complaints@carlisle.gov.uk or you may telephone us on 01228 817 200 and ask for the service you want. Alternatively you can visit the Customer Contact Centre at the Civic Centre in person or write to us at the address on this leaflet.

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).

The form can also be completed online from our website at www.carlisle.gov.uk or you can e-mail your complaint to 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 the Head of the service concerned and a response will be issued to you within 15 working days.

WHAT HAPPENS NEXT?

If you are unhappy with the response to your complaint please contact the Corporate Complaints section. The complaint will then be escalated to, the Director of the service concerned, or the Chief or Deputy Chief Executive. They will examine your complaint and discuss relevant points with you as necessary. You will be sent their decision within 15 working days. If you are not satisfied with their response you have the right for your complaint to be escalated to an Appeals Panel.

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

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 817 200

E-mail: complaints@carlisle.gov.uk

RETURN THIS PAGE

Please describe your complaint:

1. WHAT TYPE OF SERVICE HAS BEEN AT FAULT?

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| | |
| | |
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| | |

2. WHAT HAS HAPPENED?

[illegible]

3. WHAT SHOULD BE DONE TO SOLVE THE PROBLEM?

[illegible]

4. HAVE YOU REPORTED THIS PROBLEM BEFORE?

| |
|---------------------------|
| 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 the Elected Councillors.

Details of complaints received and the Council's findings, without publishing names or other personal details, are reported to the full 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**

Equality monitoring form

By answering the following questions you can help us make sure everyone gets a fair and equal service regardless of gender, age, disability, sexuality or ethnic group. These details are confidential and we keep them separate from any other form you complete.

1. Gender

| | |
|-------------|--|
| Male | |
| Female | |
| Transgender | |
| Undeclared | |

2. Age

| | |
|----------|--|
| Under 25 | |
| 25-34 | |
| 35-44 | |
| 45-54 | |
| 55-64 | |
| 65+ | |

3. Do you feel that your age has affected the service you have received?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

If yes, please tell us how.

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| |

4. Do you consider yourself to have a disability?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

If yes, do you consider yourself to be a person with:

| | | | |
|---------------------------------------|--|-----------------------------|--|
| Physical impairment | | Deaf or hearing impairment | |
| Visual impairment | | Mental health needs | |
| Learning difficulties or disabilities | | Literacy and numeracy needs | |
| Other (please state) | | | |

5. Do you feel your disability has affected the service you have received?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

Continued over...

If yes, please tell us how.

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6. Tick the box which best describes your ethnic group?

| | | | | | |
|------------------------|--|--|--------------------------------|--|--|
| White | British | | Mixed | Caribbean | |
| | Irish | | | African | |
| | Gypsy Traveller / Roma | | | Asian | |
| | Irish Traveller | | | Other mixed background: (Please state) | |
| | Polish | | Black or Black British | Caribbean | |
| | Lithuanian | | | African | |
| | Other white background: (Please state) | | | 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 | | |

7. Do you feel the ethnic group you belong to has affected the service you have received?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

If yes, please tell us how.

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8. Sexuality

| | |
|------------------------|--|
| Hetrosexual / straight | |
| Gay man | |
| Gay woman / Lesbian | |
| Bi-Sexual | |
| Undeclared | |

9. Do you feel that your sexuality has affected the service you have received?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

If yes, please tell us how.

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10. Religion / Belief

| | |
|-----------------------|--|
| Buddhist | |
| Christian | |
| Hindu | |
| Jewish | |
| Muslim | |
| Sikh | |
| None Religious | |
| Other: (Please state) | |
| Undeclared | |

11. Do you feel that your religion or belief has affected the service you have received?

| | | | |
|-----|--|----|--|
| Yes | | No | |
|-----|--|----|--|

If yes, please tell us how.

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