

Comments, Compliments and Complaints

A Blackpool Council Fact Sheet

Your Feedback

Blackpool Council aims to provide the best possible service to the people and organisations that make up the community of Blackpool. To help us deliver this aim we would like you to tell us what you think about our services.

This fact sheet is about the ways you can tell us what you think, how to compliment us or a member of staff on a service, or how to complain if you are not satisfied in any way.

We acknowledge that it will not be possible to satisfy everybody but our response should be helpful, positive and efficient.

To help you give us feedback in a way that works for you, we have included a form with this fact sheet that you can complete and return to us, either by handing it to a member of staff or posting it to us. However, you do not need to fill in a form to give us feedback about our services. You can ring us on (01253) 477477 and a member of our staff will take the details and ensure they are sent to the right service, or you can e-mail the council at - customer.first@blackpool.gov.uk.

Comments

We are always interested in your comments and suggestions on how to improve our services.

Your comments will be sent to the service(s) involved, who will look at the comments you have made.

Compliments

We are always happy to receive compliments. They show our staff that their hard work is appreciated and allow us to learn from things we have done well. Your compliment will be passed on to the staff and service involved.

Complaints

If you have been in contact with the Council but you feel your particular query has not been given proper attention, or has been mishandled, then please let us know: -

- We will do everything we can to put the matter right straight away but if this is not possible, your complaint will be logged, acknowledged and sent to the service(s) involved
- We will aim to provide you with a full written response within ten working days

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- If you are not satisfied with our response, you can write to the Chief Executive, who will acknowledge receipt of your complaint and respond as soon as possible, (generally within 15 working days).

Our Commitment to you

We will approach each complaint with an open mind and try to provide you with a resolution.

Staff will not investigate complaints about themselves or decisions that they have taken.

All complaints are dealt with in the strictest confidence and any information held on our files fully complies with the Data Protection Act.

Help

If you need help with any part of the procedure, like filling in the form or what to do next, please ask any member of staff. We will be happy to assist you. Independent help and advice can also be obtained from organisations such as the Citizen's Advice Bureau, and others, whose contact details appear later in this fact sheet.

Local Government Ombudsman

In addition to the Council's own procedure, if you feel that you have suffered an injustice because of maladministration, the Local Government Ombudsman may investigate on your behalf.

The Ombudsman will generally expect the Council to have been given an opportunity to investigate and respond to your complaint in the first place, and may refer your complaint back to the Local Authority in the first instance.

Organisations who may be able to help you with your complaint

Local Government Ombudsman - www.lgo.org.uk

The Ombudsman is independent of the Council and investigates complaints about most council matters including housing, planning, education, social services, and council tax. The Ombudsman who deals with this Council is at:

Beverly House, 17 Shipton Road, York, YO30 5FZ
Tel - 01904 663200

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Blackpool Advocacy

Blackpool Advocacy can support people to be heard and to put their point across. You can contact Blackpool Advocacy at- Myriad House, 6a Skyways, Amy Johnson Way, Blackpool FY4 2RP
Tel – (01253) 405959

Citizen's Advice Bureau – www.blackpoolcab.org.uk

Blackpool Citizens Advice Bureau is a registered charity providing advice and information on your rights and responsibilities, of the services available to you and ensuring that individuals do not suffer because of inability to express their needs effectively. You can contact Blackpool Citizens Advice at- 6-10 Whitegate Drive, Blackpool, FY3 9AQ
Tel: 0870 126 4090

Blackpool Police

The Police can help you with matters including Crime investigation, Family Unit, Domestic violence and Harassment. You can contact Blackpool Police at –

Police Headquarters, Bonny Street, Blackpool,
Tel: 01253 293933

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If you have a compliment, comment or complaint you can fill in this form and hand to a member of staff or post to:

Customer First Centre, Corporation Street, Blackpool, FY1 1NA

Name:

Address:

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Postcode:

Contact Telephone Number:

This is a (please tick):

Compliment

Comment

Complaint

Please provide brief details about your feedback:

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In order to respond to the issues you have raised with us, we may need to share this information, or parts of it, with partner organisations that work with us to deliver the services you have commented on. This may include other public bodies or a contracted provider. This information will only be shared where necessary and with the goal of providing you with a full response to your concerns. If you do not wish us to share this information, please tick this box