

# Shropshire Council Corporate Feedback and Complaints **tell us what you think...**

Your views matter



# We would like to hear what you think ...

## Your views matter

Shropshire Council is committed to providing you with the best service possible. We welcome compliments, comments and complaints about our services in order to continually improve our service delivery.

- You may want to compliment someone who has helped you or let us know if we have done something well.
- You may want to comment and make suggestions on how we may improve our services.
- You may have a complaint if we have not provided the service you expected.

Remember, we cannot resolve an issue if we are not aware of it.

Shropshire Council has 3 complaints procedures. These relate to adult social care, children and young people's social care and corporate complaints. This document relates to corporate complaints. Corporate complaints are complaints that do not relate to the provision of social care. More information relating to adult social care and children and young people's complaints can be found on our website. Alternatively you can request more information using the contact details at the end of this leaflet.

### How can I comment or provide a compliment?

It is important for Shropshire Council to obtain as much feedback as possible and comments and compliments can be as helpful as complaints in identifying where services are working well or whether changes could be made to generate improvement. Use the contact details listed at the end of this leaflet to share any comments or compliments you have about a service.

### Who can make a complaint?

- The person who receives the service (the customer).
- Someone acting on behalf of the customer, with their consent.
- A friend or relative may make a complaint on behalf of a customer, (with their consent) if the customer does not have the capacity to make their own decisions.

### Can I have help to make a complaint?

- You can ask a friend or relative, a local councillor or an MP to speak to us on your behalf, or if you prefer you can ask us to put you in contact with an independent organisation.
- If you want to complain in person but have a disability that prevents you from doing so, we can arrange for someone to visit you to gather the details of your complaint, or we can telephone you to talk about the best way we can help you complain.

## What can I complain about?

The sorts of things that you may want to complain about might be:

- If you receive a poor quality service.
- The attitude or behaviour of a member of staff.
- The standard of spoken English of a public sector member of staff in a public facing role.
- The corporate complaints procedure cannot be used to revoke a decision we make about a legislative responsibility, for example a fixed penalty notice or planning permission. These issues should be pursued via the relevant appeals process.

## Once we have received your complaint we will:

- Send an email or letter within 5 working days of receiving your complaint to acknowledge receipt.
- Pass your complaint to a manager in the relevant team, who will respond to you within a maximum of 6 weeks.
- If your complaint is more complex, it may take longer, but we will keep you informed.
- For some services, such as social services, complaints against councillors or insurance claims, there are special procedures. If these apply to your complaint we will let you know and refer your complaint to the correct department.

## What happens if I am not satisfied with the response to my complaint?

If you are not happy with the written response to your complaint, you can ask for it to be reviewed at stage 2.

If your complaint is reviewed at stage 2, and after the review you are still not satisfied with the outcome of your complaint, you may approach the Local Government and Social Care Ombudsman to request they investigate your complaint.

You can contact the Ombudsman at:

### **Local Government and Social Care Ombudsman**

PO Box 4771, Coventry, CV4 0EH

Telephone 0300 061 0614

Text 'callback' to 0762 481 1595

Website [www.lgo.org.uk](http://www.lgo.org.uk)

## Feedback: To get in touch ...

- Use the online form on our website: <https://www.shropshire.gov.uk/feedback>
- Email: [customer.feedback@shropshire.gov.uk](mailto:customer.feedback@shropshire.gov.uk)
- Write to: Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND
- Telephone customer services: 0345 678 9000

Regardless of how you contact us, your confidentiality is paramount and if we need to share your information with any partners or outside organisations we will seek your consent first.

You can find out more by accessing a copy of the Shropshire Council Corporate Complaints Procedure from Shropshire Council's website (see above) or contact us to request a copy.

**If you can read this but know someone who can't, please contact us on 0345 678 9000 so we can provide this information in a more suitable format.**

