

## Complaints/comments form

Name: .....

Mr/Mrs/Miss/Ms (please delete)

Phone: .....

.....

Address: .....

.....

.....

Signed: ..... Date: .....

Details of your comments:

*(please use additional sheets if required)*

We promise to deal with all complaints and comments thoroughly, fairly and without discrimination of any kind. Your comments are welcomed as they provide vital information that is used to improve our service.

Please complete and return the attached form, or use any of the alternative methods to register your complaint or comments.

**This leaflet is available in large print or Braille upon request.**



Building Control  
Plymouth City Council  
Civic Centre  
Plymouth  
PL1 2AA

Tel 01752 304343  
Fax 01752 304927

Email [buildingcontrol@plymouth.gov.uk](mailto:buildingcontrol@plymouth.gov.uk)  
[www.plymouth.gov.uk](http://www.plymouth.gov.uk)

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# Building Control

## Comments and complaints procedure

Plymouth City Council



Building Control

## Our complaints system is designed to make sure:

- It is easier for you to make a complaint
- The correct person deals with your complaint
- Your complaint is dealt with promptly and with complete confidentiality

## What do we mean by a complaint

A complaint can include any matter a customer is dissatisfied about, including:

- The standard of service provided
- The response to a request for a service
- The way you were treated by a member of staff
- Areas in which you think the current service could be improved.

## How the procedure works

You can complete the attached form or write to:

Building Control  
Plymouth City Council  
Civic Centre  
Plymouth PL1 2AA

Alternatively you can:

- Come to the Civic Centre and register your complaint at the main reception with a member of staff
- Telephone us on 01752 304346
- Send a fax on 01752 304927
- E-Mail us at [buildingcontrol@plymouth.gov.uk](mailto:buildingcontrol@plymouth.gov.uk)

If you would prefer a more informal approach just contact any member of staff who will arrange a convenient meeting to discuss the problem.

It would help us if you could make it clear that you wish to make a complaint, or wish to comment on the service provided. Please include your name, address and telephone number. These details will be kept strictly confidential.

## What happens next?

You should receive a formal response to your complaint within seven working days. Some complaints may take longer to investigate properly. In this instance, we will send you an acknowledgement letter so you know who is dealing with the matter and when you can expect a full reply.

## What happens if you are not satisfied with the response?

If you are not satisfied with how your complaint has been dealt with, please contact us again and we will endeavour to find a satisfactory solution.

If you wish to pursue the matter further, then please contact the Corporate Customer Care Officer who will investigate the matter on behalf of the Chief Executive and Town Clerk of Plymouth City Council.

The Corporate Customer Care Officer can be contacted on 01752 304429 or by writing to:  
Corporate Customer Care Officer  
Corporate Support Unit  
Plymouth City Council  
Civic Centre  
Plymouth PL1 2AA

Alternatively, you may wish to ask for help from:

- Your local Councillor
- The Citizens Advice Bureaux
- The local Ombudsman

The Ombudsman deals with cases of alleged 'maladministration'. Examples of such cases are where:

- We do not follow our own rules or the law
- We break a promise
- We give you the wrong information
- We do not make a decision in the correct way
- We take too long to take action without good reason

The Ombudsman can only investigate complaints about how the Council has dealt with something and not simply because you don't agree with it.

The Local Government Ombudsman can be contacted on 01203 695999, or by writing to:  
The Commission for Local Administration in England  
The Oaks, 2 Westwood Way  
Westwood Business Park  
Coventry CV4 8JB

## Finally.....

We promise to deal with all complaints and comments thoroughly, fairly and without discrimination of any kind. Your comments are welcomed as they provide vital information that is used to improve our service.

Please complete and return the attached form, or use any of the alternative methods to register your complaint or comments.

Many thanks.