

# Have your say

## Compliments, suggestions and complaints scheme

Plymouth City Council



[www.plymouth.gov.uk](http://www.plymouth.gov.uk)

This information is available in other languages and formats - Please contact: 01752 304535

هذه المعلومات متوفرة بلغات و أشكال أخرى – الرجاء الإتصال:  
01752 304535

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این اطلاعات به زبانها و اشکال دیگر نیز قابل دسترسی می باشند. لطفا با این  
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ئە م زانیاریانە هە ن بە زمانە کانی تریش و شیوازی دیکە-تکایە پە یوہ ندی بکە  
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Ta informacja może być dostępna w innych językach i formatach. Proszę kontaktować numer telefonu: 01752 304535

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Bu bilgi başka yabancı dil ve formlarda mevcuttur - Bu numarayı arayın: 01752 304535

## We want to know when we get things wrong so we can put them right

We want to provide you with the best possible service, but with more than 240,000 residents, 100,000 visitors each year and such a wide range of services we realise that we can't always get it right. It is really important that when things do go wrong our customers tell us, so that we can apologise, put them right and try not to let them happen again. Plymouth City Council is committed to improving the services we offer and we can only do this if you tell us. We value every single comment and complaint.

## We want to continue improving

We also like to hear from our customers when we have done a good job. This way we can share what we do well to increase customer satisfaction across all our services. It is also important for you to tell us if you have a suggestion on how we could do better.

## The aims of this scheme

We hope that by providing this scheme, we will:

- Ensure we have a simple and efficient way for our customers to tell us what they think about how we provide our services
- Actively encourage feedback and make sure we use it to improve our services
- Increase customer satisfaction by handling complaints efficiently and by spreading good practice across the Council
- Learn from our mistakes, first time, every time by ensuring we change things so that we don't make the same mistake again.

The purpose of this document is to tell you:

- What the Have Your Say scheme covers
- When and how to make a complaint, suggestion or compliment
- How we will deal with your feedback
- What to do if you remain dissatisfied.

## What does the scheme cover?

Any complaint, compliment or suggestion from a customer, user of a service, organisation or member of the public. That includes:

- All Council services except those with a statutory complaints process (detailed below)
- All services provided by partner organisations or contractors on behalf of the Council
- Complaints about discriminatory behaviour such as racist or homophobic incidents
- Complaints about how we may have dealt with a Freedom of Information or Data Protection request
- Complaints made to councillors that are passed on to the appropriate services for a response.

## What is not covered?

- Requests for a service or reporting faults (for example, a faulty street light or to report a pothole in the road)
- Matters where there is an existing right to appeal, including appeals against:
  - parking Penalty Charge Notices
  - pupil exclusions, statements of special educational needs or schools admissions
  - council tax liability
  - housing benefit decisions
  - homeless decisions or allocated accommodation
  - planning decisions, listed building consents and conservation area consents, or objections to undecided planning applications or unauthorised works
- **Complaints about social care for adults and children.**  
**These should be made to:**
  - Social Services Customer Relations
  - Plymouth City Council
  - Plymouth PL1 2AA
  - Telephone: 0800 068 1249 or 01752 307304
  - Email: [complaintssocialservices@plymouth.gov.uk](mailto:complaintssocialservices@plymouth.gov.uk)



**4. Have you told us about this matter before?** Yes  No

If 'yes' please tell us who you told and when.....

.....

.....

.....

**5. What do you think we should do?**.....

.....

.....

.....

**6. How would you like us to respond to you?**

No response needed  phone call  letter  email

**7. Your name:** .....

**8. Your address:**.....

.....

.....

..... Postcode .....

**9. Your telephone number:** .....

**10. Your email address**.....

# Monitoring

We are committed to providing a good service to everyone. The following questions are optional, but will help us to monitor if we are achieving this. This will not affect how we deal with your comment or complaint and all monitoring information will be treated confidentially.

## Ethnicity

### What is your ethnic group?

(Choose one group from A-E then ✓ the appropriate box in that group to indicate your cultural background).

#### A White

- British       Irish       Gypsy/Traveller  
 Any other white background (please state)
- 

#### B Mixed

- White and Black Caribbean  
 White and Black African       White and Asian  
 Any other mixed background (please state)
- 

#### C Asian or Asian British

- Indian       Pakistani       Bangladeshi  
 Any other Asian Background (please state)
- 

#### D Black or Black British

- Caribbean       African  
 Any other Black background (please state)
- 

#### E Chinese or other ethnic group

- Chinese  
 Any other ethnic group (please state)
- 

## Disability

Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do? (Include problems which are due to old age)     Yes       No

## Gender

(Please ✓ one box)

- Male       Female

## Religion

**What is your religion?**

(Please ✓ one box)

- None       Jewish
- Christian (Including Church of England, Catholic, Protestant and all other Christian denominations)
- Muslim       Buddhist       Sikh       Hindu

Any other religion (write in)

## Age

**What is your age?**

- Under 16     17 to 18     19 to 50     51 to 64     65 to 75     Over 75

**What is your sexual orientation?**

(Please ✓ one box)

- Bisexual       Heterosexual/straight
- Gay man       Other
- Gay woman/lesbian       Prefer not to say

- **Complaints about elected members. These should be made in writing to:**

The Standards Committee  
c/o Head of Legal Services  
Plymouth City Council  
Civic Centre  
Plymouth PL1 2AA

## Making a compliment or suggestion for improvement

- We will write to you to acknowledge your comment within three working days
- We will look at your comment or suggestion and let you know if we make any changes.

## Making a complaint

- **We will log your complaint** and send it to the investigating officer for the department providing the service you are complaining about.
- **We will write to you within three working days of receiving your complaint** either to respond in full or acknowledge that we have received it.
- **We will investigate.** If this is the first time that you have complained about the matter (we call this a stage one complaint) a supervisor or team leader will look into what has happened and what can be done about it.
- **We will send you a full response within 10 working days of receiving your complaint.** If this is not possible we will tell you why. After looking into your complaint we will tell you what we are able to do about it.

## What if I don't feel my complaint has been dealt with properly?

You can ask us to reconsider our decision. We call this a stage two complaint. A senior manager or head of service will review your complaint.

**We will acknowledge your complaint and then send a full response within 25 working days of you asking us to reconsider.** If it is going to take longer we will let you know.

## What if I'm still not happy?

We hope your complaint is resolved before this stage is reached, but if you are unhappy with our response or feel we have failed to put it right you can complain to the Local Government Ombudsman. The Ombudsman can consider complaints about things that have gone wrong in the way a service has been provided or the way a decision has been made, if this has caused problems for you. You can contact the Ombudsman at the address below:

The Local Government Ombudsman Advice Team

PO Box 4771

Coventry CV4 0EH

Telephone: 0300 061 0614

Fax: 024 7682 0001

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

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

If your complaint is about a Freedom of Information request you can complain to the Information Commissioner.

Look at their website: [www.ico.gov.uk](http://www.ico.gov.uk)

## Data Protection Statement

We will hold personal data about you in our case files and on computer. This will include data you provide to us and information about you that other people give us in response to our enquiries. We will hold this data securely and only use it to help us deal with your comment or complaint.

You have rights under the Data Protection Act 1998 to have a copy of your personal data. There are exceptions to this right, the main one being where we feel that releasing particular information to you would prevent us from properly investigating your complaint. A fee will normally be charged.

## Social inclusion

If you have experienced or observed a racist, homophobic, transgender, disablist or faith and belief incident and would like to tell us about it please use our online services section on our website or contact our Social Inclusion Unit on 304321 (Email: [inclusion@plymouth.gov.uk](mailto:inclusion@plymouth.gov.uk)).



# How do I tell you what I think?

## You can:



Phone us on:

**01752 668000**



Use the comment form in this leaflet - hand it in at any of our council buildings, or post to the address below.



Write to us at:

**Complaints Office, Customer Services  
Plymouth City Council  
Plymouth PL1 2AA**



Email us at:

**haveyoursay@plymouth.gov.uk**



Look at our website:

**www.plymouth.gov.uk**



Tell a **member of staff** who will write it down.



Contact one of your **local ward councillors.**