

Ipswich Borough Council's

# COMPLAINTS PROCEDURE



IPSWICH  
BOROUGH COUNCIL

**IPSWICH BOROUGH COUNCIL** strives to provide high quality services. In order to do this we need to know what you think of the services we provide so we can continually review and improve them. If you are not happy with the service you receive from us, we will investigate why, let you know the outcome and take steps to put matters right.

**The purpose of this booklet is to tell you:**

- 1 how to complain to the Council
- 2 how we will deal with your complaint; and
- 3 what to do if you are still unsatisfied

The first thing to do is contact the council officer in the service area you wish to complain about. You should ask them to put things right for you or explain why the Council has acted in this way. If you remain unsatisfied, you may wish to make a formal complaint by following the advice in this booklet.

**Complete an online form at:** [www.ipswich.gov.uk/complaints](http://www.ipswich.gov.uk/complaints)

**You can email us at:** [enquiry@ipswich.gov.uk](mailto:enquiry@ipswich.gov.uk)

If you would like this booklet in large type please phone  
01473 432000



**Lãnguãgê Liñè**



**This information can be made available on audio tape, braille or alternative formats upon request from the above telephone number**

**To help us deal with your complaint quickly and efficiently please tell us:**

- your name, address and contact telephone number
- the problem or enquiry
- when you first reported it and to whom
- what has (or has not) happened since

### **What is a complaint?**

- the standard of service provided by the Council
- failure by the Council to provide an agreed service
- failure by the Council to respond to a request for a service
- that the attitude or conduct of an officer has been unacceptable
- the Council has not followed an agreed procedure

### **What is not a complaint?**

- requests for a service
- requests for information or an explanation of council policy or practice
- the complaints procedure is not intended to investigate a decision where there is a formal right of appeal (such as a planning decision, a parking penalty charge notice or a housing benefit application)

### **How your complaint will be dealt with**

- your complaint will be acknowledged within three working days and we will tell you who is dealing with it
- we will keep you informed of what is happening and you will receive a full response within 20 working days
- you will be treated fairly and courteously
- your complaint will be treated in confidence
- if we have done something wrong we will apologise and put things right as soon as possible
- a review will be taken so we can prevent the same problem happening in the future

## STAGES OF THE COMPLAINTS PROCEDURE

### **Stage 1 Informal Complaint**

If you are not happy with any part of our service, please make contact with the manager responsible for the area you are concerned about. You can make a complaint by telephone, in person, via our website or in writing. The Council is committed to resolving complaints quickly in the area where they have arisen either by putting things right or by giving you an explanation.

### **Stage 2 Formal Complaint**

If you are not satisfied with the response you received, you can ask for a senior employee to investigate your complaint. You should complete the attached complaints form and mark this for the attention of the 'department **Head of Service**'. You will receive an acknowledgement of your complaint within three working days and a full response within 20 working days. Should the investigation take longer to carry out the Head of Service will inform you of this in writing and provide you with reasons.

### **Stage 3 Formal Complaint**

If you are still unhappy with the outcome of stage 2, you can write to the most senior officer in the council, the Chief Executive, who will investigate your complaint. The Chief Executive will acknowledge your complaint within three working days and provide you with a full response within 20 working days.

### **Stage 4 Ombudsman**

If you remain unsatisfied you can contact the Local Government Ombudsman Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH.

**If you complain to the Ombudsman it will assist you if you have followed the council complaints procedures first.** Telephone 0300 061 0614

## COMPLAINTS FORM

Your name

Your address

Postcode

Your telephone (day)

(eve)

Your email

The name of the service and location you would like to make a complaint about (eg Housing, Leisure, Planning)

**Please give details of your complaint**

---

---

---

---

---

---

---

---

---

---

## BACKGROUND TO YOUR COMPLAINT

Have you already complained to the Council?

Yes

No

If Yes, what is the name and job title  
(if known) of the person you complained to?

**What was the action?**

---

---

---

---

**How would you like the Council to put things right?**

---

---

---

---

---

Signed

Date

**Office use only:**

date received

date acknowledged

date responded

service area

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------

Please complete this form to assist the Council with its legal duty to carry out equality and diversity monitoring. You do not have to but if you do it will help us monitor whether we are achieving equality of opportunity for all groups, and help us to make changes based on fact and not assumptions. All information will be treated with confidentiality, used for compiling anonymous statistics only and processed in accordance with the Data Protection Act 1998. A 'prefer not to say' box is available for you to use. **Thank you for your help.**

**Sex/Gender**

Male  Female  Prefer not to say   
 Are you still living in the gender to which you were born? Yes  No

**Age**

Under 20  20-29  30-39  40-49   
 50-59  60-69  70+  Prefer not to say

**Race/Ethnic Group**

**White**

British   
 Irish   
 Any other White background   
 Please specify

**Mixed**

White and Black Caribbean   
 White and Black African   
 White and Asian   
 any other Mixed background   
 Please specify

**Asian or Asian British**

Indian   
 Pakistani   
 Bangladeshi   
 Any other Asian background   
 Please specify

**Black or Black British**

Caribbean   
 African   
 Any other Black background   
 Please specify

**Chinese or other ethnic group**

Chinese   
 Other (eg European, gypsy/traveller)   
 Please specify   
 Prefer not to say

## EQUALITY MONITORING CONTINUED

### Disability

The Equality Act 2010 defines disability as follows: "A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on his/her ability to carry out normal day-to-day activities". Long term means likely to last for at least 12 months or more.

Do you consider yourself to have a disability according to the description above?

Yes  No  Prefer not to say

### Sexual Orientation

Bisexual  Gay man  Heterosexual   
Lesbian  Prefer not to say

### Marriage or Civil Partnership

Never married or in civil partnership <input type="checkbox"/>	Civil partnership <input type="checkbox"/>
Married <input type="checkbox"/>	Separated from civil partnership <input type="checkbox"/>
Separated <input type="checkbox"/>	Dissolved civil partnership <input type="checkbox"/>
Divorced <input type="checkbox"/>	Widowed from civil partnership <input type="checkbox"/>
Widowed <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>

### Religion or Belief

Buddhist <input type="checkbox"/>	None <input type="checkbox"/>
Christian <input type="checkbox"/>	Other <input type="checkbox"/>
Hindu <input type="checkbox"/>	Please state
Jewish <input type="checkbox"/>	<input type="text"/>
Muslim <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Sikh <input type="checkbox"/>	

Thank you for completing this form