

Putting our customers first...

complaints  
comments  
compliments



## How to make a comment or compliment

Your comments and compliments are important to us. Please talk to the team providing the service or if you are not sure who that is, just contact the Corporate Complaints & Compliments Manager.

Please see contact details on back cover.

## How to make a complaint

We accept that occasionally things may go wrong and when they do we will do everything we can to resolve them.

We will always investigate your complaint fairly and impartially with no effect on your entitlement to services.

Do let us know if you are not satisfied with a service by contacting the team responsible as most complaints can be resolved quickly and amicably by our front line staff.

You can get in touch by phone, email, letter or by completing the attached form. There is also information on our website. Please see the back cover of this booklet for details.

If, however, you feel that your concerns have not been addressed then ask for your complaint to be referred to a senior manager who will ensure that the matter is investigated on your behalf and provide advice and support where necessary.

If you remain dissatisfied after taking your complaint through the Council's process you can then take the matter to:

**The Local Government Ombudsman**

Post: **PO Box 4771, Coventry CV4 0EH**

Telephone: **0845 602 1983** or **024 7682 1960**

Text: **0762 480 4323**

Email: **advice@lgo.org.uk**

Website: **www.lgo.org.uk/complain.htm**

If your complaint is about a request for information then please get in touch with:

**The Information Commissioner**

**The Information Commissioner's Office, Wycliffe House**

**Water Lane, Wilmslow**

**Cheshire SK9 5AF**

Or by visiting: **www.ico.gov.uk/complaints.aspx**

We will respond to all complaints within 10 working days after receipt of this form.

## **Your personal information**

If you have any concerns about the way we handle personal information or would like to see any personal information held on you by Essex County Council please contact:

**Information Sharing Information Security (ISIS) Essex County Council, PO Box 11, Chelmsford, CM1 1LX.**

Telephone **01245 431851.**



Please use this form if you would like to contact us by post.

**Your complaint, comment or compliment:**

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**Your name** in block capitals please



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**Your address** in block capitals please

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**How would you prefer us to contact you? By:**

telephone - your telephone number: \_\_\_\_\_

email - your email address: \_\_\_\_\_

letter

Signature \_\_\_\_\_

Date \_\_\_\_\_



## Equality monitoring

Essex County Council handles information in accordance with the Freedom of Information Act 2000 and the Data Protection Act 1998 and is the data controller for the purposes of the Data Protection Act 1998. **This section is not compulsory and leaving some or all of it blank will not affect how we respond to your complaint, comment or compliment.**

We value the thoughts of the people of Essex and want to make sure that we treat all our customers in a fair and consistent way. Information provided will be held on a computer file and kept secure and confidential. We will use this information for the purposes of service development and to ensure that all our customers are treated equally and fairly.

**Your Gender:**  Female  Male

**Your Age:**  Under 18  18 - 64  65 and over

### To which of these groups do you consider that you belong?

- White (British, Irish, other white background)
- Mixed (White & Black Caribbean, White & Black African, White & Asian, other mixed background)
- Black or Black British (Caribbean, African, other black background)
- Asian or Asian British (Indian, Pakistani, Bangladeshi, other Asian background)
- Chinese  Any other ethnic group

### Do you consider yourself to have a disability?

Yes  No

Thank you for answering these questions.

Please fold and glue this form where indicated, no stamp required.

Corporate Complaints &  
Compliments Manager  
Essex County Council  
**FREEPOST CL3636**  
Chelmsford  
Essex CM1 1XZ

# Putting our customers first

At Essex County Council we put you the customer first and work hard to deliver excellent services.

Tell us when you are pleased with the services provided by the Council and also when something goes wrong so that we can put it right.

We welcome your feedback as your views help us to improve our services for all our customers.

## You can contact us in the following ways:

**By telephone:** 08457 430 430

**By post:** The Corporate Complaints & Compliments Manager  
Essex County Council, PO Box 11, County Hall, Market Road  
Chelmsford, Essex CM1 1LX

**By email:** [csccomments@essex.gov.uk](mailto:csccomments@essex.gov.uk)

**By textphone:** 08457 585592

Visit our website at: [www.essex.gov.uk/contactus](http://www.essex.gov.uk/contactus)

## For Adult Social Care:

**By post:** The Complaints Officer, Adult Health and Community Wellbeing  
at the address above

**By email:** [complaintsofficer.socialcare@essex.gov.uk](mailto:complaintsofficer.socialcare@essex.gov.uk)

## For Children's Social Care:

**By post:** The Customer Care Manager, Schools, Children & Families  
at the address above

**By email:** [HaveYourSay@essex.gov.uk](mailto:HaveYourSay@essex.gov.uk)

**The information contained in this document can be translated,  
and/or made available in alternative formats, on request.**

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