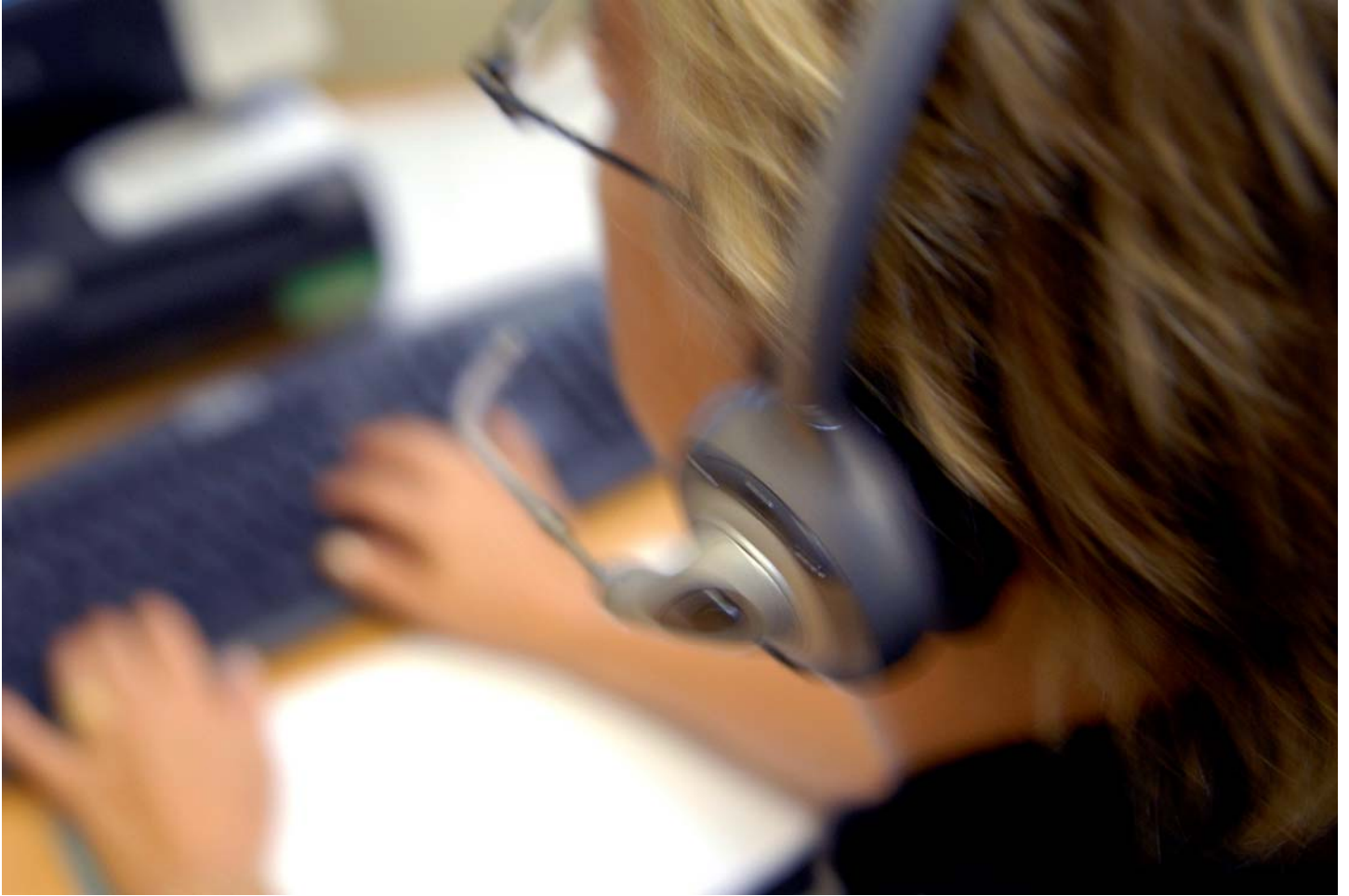


How to Complain



- Email us
- Write to us
- Phone us
- Visit us



We want to know when we get things wrong.

If you have a complaint about any of the services that we provide, please let us know. We will do our best to put things right and make sure that the same thing doesn't happen again to you or to someone else.

We would also like to know if we have done things well.

We will tell our staff, and use the information to improve other services.

What we need to know from you

When you first make a complaint we need to know:

your name
where and how we can contact you
the details of your complaint
what you want us to do to put things right
whether you have raised this issue with the Council before and who was dealing with it

How we will deal with your complaint:

staff will be polite and tell you their name
we will use everyday language and avoid using jargon
we will provide information on tape or in large print if you need it
we will provide an interpreter (including for sign language) if you need one
you can bring a friend or relative to help you if you visit us
we aim to reply to all complaints within 7 working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint and when we will reply.
If you have raised this issue with the Council before and are not happy with the reply you can ask for your complaint to be passed to a service manager to be looked at again. If you are still unhappy with our response, you can contact our Independent Complaints Investigator.

How can you complain to the Independent Complaints Investigator?

If you are not satisfied with how we have dealt with your complaint, you can ask for it to be passed to the Independent Complaints Investigator who will investigate the complaint for you. The Independent Complaints Investigator is not an employee of the Council but is paid by the Council on a contract basis to investigate complaints. This ensures that the role can be independent of the Council's departments. You can contact the Independent Complaints Investigator by:

completing the on-line form at www.cambridge.gov.uk/contactus
emailing Independent.Complaints.Investigator@cambridge.gov.uk
phoning 01223 457072
writing to The Independent Complaints Investigator, PO Box 700, Cambridge, CB1 0JH

How can you complain to the Local Government Ombudsman?

The Local Government Ombudsman is appointed by the Government. You can complain to the Local Government Ombudsman at any time, but the Ombudsman will usually only investigate your complaint after you have been through our complaints procedure.

For more information about the Local Government Ombudsman please phone: 0845 602 1983, email: advice@lgo.org.uk or write to: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH

Special procedures

There are some things that we can't change. There are some things that we have to do by law. Where we can't change things we will explain why this is, and tell you who else you can contact if you are unhappy, such as your MP.

Some services in Cambridge are not provided by the City Council but by other organisations. We will tell you how you can contact these organisations.

Council Tax, Business Rates and Benefits

If you do not agree with the decision made about the amount of Council Tax, Business Rates, Council Tax Benefit or Housing Benefit you receive, you can ask us to look at it again. If we do not change our decision you may be able to appeal to an independent tribunal.

For more information please speak to an advisor at the Customer Service Centre, Mandela House, 4 Regent Street or phone **01223 457703 or visit our website at www.cambridge.gov.uk/**

Council Housing

If you have contacted the Council as a homeless person and you do not agree with our decision on your homeless application you can ask for a review of that decision.

For information about the homelessness review procedure contact: Customer Service Centre, Mandela House, 4 Regent Street or phone **01223 457000**

Planning

If we have refused your planning application, you object to a condition on any planning approval, or we do not decide your application within the target date, you can appeal to The Planning Inspectorate. Please contact Planning reception on **01223 457200** for a booklet on how to do this or visit our website at www.cambridge.gov.uk/planning

For more information you can phone the Planning Inspectorate helpline on 0117 372 6372, write to The Planning Inspectorate, Temple Quay House, The Square, Temple Quay, Bristol BS1 6PN or visit their website at www.planning-inspectorate.gov.uk

Parking Services

Parking tickets, permits and suspensions are now managed by Cambridgeshire County Council.

Should you wish to query a newly issued Penalty Charge Notice there is an enquiry form on the Cambridgeshire County Council website specifically for this purpose at

www.cambridgeshire.gov.uk/parkingticket

Complaints about Councillors

All our councillors have to agree to comply with a Code of Conduct. If you wish to make a complaint that a councillor (elected member of the city council) has not followed the code of conduct, you can make a complaint to our standards committee.

Please note that the committee can only consider complaints that a councillor has breached our code of conduct for councillors. If you are not happy with a decision or action of the council or one of our committees, or with the services we provide we would still like to receive your complaint. This should be done by using this form

If you want to complain to the standards committee please put your complaint in writing to: Simon Pugh, The Monitoring Officer, Cambridge City Council, The Guildhall, Cambridge CB2 3QJ

How the Council is organised

There are three departments in Cambridge City Council that offer a range of services to residents and visitors. Details of these departments are given below along with a brief description of the type of work they do.

If you are already in contact with a department or service and know who to speak to, please contact them directly.

If you are not sure whom to contact, please contact our Customer Service Centre who can take details of your complaint and pass them on to the right person or you can complete our on-line complaint form by visiting our website at

www.cambridge.gov.uk/contactus

Customer & Community Services

Is responsible for customer services, council accommodation, housing services, community development, benefits, council tax, business rates, leisure grants, arts and entertainments, parks and recreation, youth development & participation and services for the bereaved.

Environment & Planning

Is responsible for planning policy and research, economic development, tourism, development control, building control, historic buildings and conservation, trees, environmental improvements, technical services, engineering services, environmental health and waste strategy and city centre management, transport planning and transport services

Is also responsible for cleaning streets and buildings, graffiti removal, abandoned vehicles, refuse collection and recycling, fly-tipping, public toilets, landscape maintenance, vehicle repairs and maintenance, CCTV.

Resources

Is responsible for audit and accountancy, human resources, property management, architecture, legal services, electoral registration and elections, strategic procurement and contract management for Information Technology (for other Council departments).

Cambridge City Council is committed to equality of opportunity. We can arrange for copies to be produced in some community languages, in large print, Braille or on tape. Please contact Chris Bolton on 01223 458603 or email chris.bolton@cambridge.gov.uk.



How to contact us

Complain on-line at www.cambridge.gov.uk/contactus

Or

Please send this form or write to us at:

The Guildhall,
Market Hill,
Cambridge
CB2 3QJ

Email complaints@cambridge.gov.uk

Phone 01223 457000

Text phone 01223 457050

Fax 01223 457009

Call in at any Council office

Our main city centre reception points are:

- Customer Service Centre, Mandela House, 4 Regent Street.

- The Guildhall, Market Square.

Complaints Form

Name:

Address:

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Phone number (daytime):

Phone number (evening):

E-mail:

Date:

The name of the service you would like to complain about:

.....

The name of the person you have already contacted:

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Cambridge City Council processes personal data in compliance with the Data Protection Act 1998. This information may be used to ask you at a later date how well we handled your complaint. If you do not want us to contact you about this please tick here.

Details of your complaint:

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What would you like us to do to put things right?

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Please ask if you want our staff to help you fill in the form.

We aim to provide all our services fairly

We monitor our services to check we are meeting this aim. To help us do this we would be grateful if you would fill in the information below. We will keep the information you give us confidential.

How would you describe your ethnic origin? (tick one box)

- | | | |
|--|---|---|
| <input type="checkbox"/> Asian or Asian British – Indian | <input type="checkbox"/> Asian or Asian British – Pakistani | <input type="checkbox"/> Asian or Asian British – Bangladeshi |
| <input type="checkbox"/> Asian or Asian British – Other | <input type="checkbox"/> Black or Black British – Caribbean | <input type="checkbox"/> Black or Black British – African |
| <input type="checkbox"/> Black or Black British – Other | <input type="checkbox"/> Chinese | <input type="checkbox"/> Mixed – White and Black Caribbean |
| <input type="checkbox"/> Mixed – White and Black African | <input type="checkbox"/> Mixed – White and Asian | <input type="checkbox"/> Mixed – Other |
| <input type="checkbox"/> White – British | <input type="checkbox"/> White – Irish | <input type="checkbox"/> White – Other |
| <input type="checkbox"/> Other (please specify) | <input type="text"/> | |

Do you have a disability? Yes No