Compliments, Complaints and Suggestions

It's always nice to know when we get things right, but we also want to know when we get things wrong.

Please tell us if you have something to say about any of our services. We will tell our staff what you think and use the information to continue to improve our services.

Is it a Complaint or a Service request?

A service request is defined as a customer contact that brings a matter to the Council’s attention for the first time, and requests a service offered by the council.

A complaint is a statement in which a customer expresses their dissatisfaction about the standard of service, actions or lack of actions by the Council and its staff.

If your concern is a service request (e.g. a missed bin or a noise complaint), please first contact the correct service. See below for a list of contact details:

- Environmental Health - 01223 457900
- Licensing - 01223 457890
- Taxi Licensing - 01223 457888
- Planning - 01223 457200
- Housing Repairs - 01223 457060
- Waste & Streets – 01223 458282
- Council Tax - 01223 457790
- Benefits – 01223 457762
- Housing Management – 01223 457918
- City Centre Management – 01223 457315
- Electoral – 01223 457048
- Parking Services – 01223 458515

How to Give Feedback

Online - www.cambridge.gov.uk/compliments-complaints-and-suggestions
Write to us – The Complaints and Feedback Team, The Guildhall, Market Hill, Cambridge CB2 3QJ
Phone us - 01223 457000
Visit us -
Customer Service Centre - Mandela House, 4 Regent Street, Cambridge
The Guildhall - Market Square, Cambridge
City Homes Office - 171 Arbury Road, Cambridge

Complaints

If you need to complain about one of our services, 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.

When you first make a complaint we need to know your name, how we can contact you, the details of your complaint, what you want us to do to put things right and whether you have raised this issue with us before and who was dealing with it.

We aim to reply to all complaints within ten working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint.

There are three stages to the Council’s complaints procedure:

Stage One: Complaints being made for the first time. These Complaints will be allocated to the appropriate service manager to respond to you, we aim to respond to your complaint within 10 working days. If your complaint is not dealt with to your satisfaction, you can ask for your complaint to be escalated to a Head of Service or Director - Stage 2 of our complaints procedure.

Stage Two: Internal review by Head of Service or Director.

Stage Three: Independent review by Independent Complaints Investigator.
Independent Complaints Investigator
If you are not happy with how we have dealt with your complaint at Stage Two, you can ask for the complaint to be referred to the Independent Complaints Investigator (ICI). The ICI 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 and your complaint will be investigated impartially.

You can contact the ICI with your complaint by email, telephone or in writing. Please provide a telephone contact number when submitting your complaint, as the ICI may need to speak to you to make sure he/she has all the information needed to investigate your complaint.

You will receive an acknowledgement that your request has been received within 3 working days. The ICI will decide within 7 working days of receiving your complaint whether it requires a full investigation. If your complaint has not been fully dealt with at Stage One or Stage Two of the Council’s complaints process, the ICI will refer your complaint back to the relevant Council service.

If the ICI decides that the complaint requires investigation, he/she will agree and confirm with you the key issues in your complaint that he/she will investigate. As far as possible, please provide all the information about your complaint at the outset, as the ICI will not be able to consider new issues during the course of the investigation.

As part of the investigation, the ICI will contact the relevant Council service to gather relevant information and seek their views regarding your complaint. At the end of the investigation, the ICI will produce a report setting out the keys issues from the complaint, the information and evidence that he/she has considered as part of the investigation, and his/her decision. This report will be sent to you and to the relevant Council service.

The ICI’s report will say whether your complaint has been upheld (either fully or in part) or not upheld, and explain the reasons for this decision. If you complaint is upheld, the ICI may recommend steps that the Council could take to address your complaint.

The contact details for the ICI are:

Email: Independent.complaints.investigator@cambridge.gov.uk
Phone: 01223 457072
Writing to: Independent Complaints Investigator, Cambridge City Council, PO Box 700, Cambridge, CB1 0JH

Local Government Ombudsman
You can complain to the Local Government Ombudsman at any time, but they will usually only investigate your complaint after you have exhausted The Council’s complaints procedure.

Council tenants (and council leaseholders with a complaint about the council's management of their leasehold) can contact the new Housing Ombudsman rather than the Local Government Ombudsman. A complainant must first go fully through the council's complaints procedure, and 8 weeks after exhausting that procedure, they can take their complaint to the Housing Ombudsman at:
Housing Ombudsman, 81 Aldwych, London WC2B 4HN
Email info@housing-ombudsman.org.uk
Phone 0300 111 3000 - Fax 020 7831 1942

Complain about a councillor
If you want to complain to the standards committee please put your complaint in writing to:
The Monitoring Officer, Cambridge City Council, PO Box 700, Cambridge, CB1 0JH

If you would like this form in an alternative format ie larger font, braille, or need assistance, please contact: Tony Stead, Business and Development Manager on 01223 457000 or via email: tony.stead@cambridge.gov.uk