

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 via our switchboard by calling 01223 457000:

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 two 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. You will need to let us know which elements of your stage 1 response you are unsatisfied with, along with your preferred resolution.

Stage Two: Internal review by a member of the Corporate Management Team. If a stage two investigation is not dealt with to your satisfaction, you may escalate your complaint to the Local Government Ombudsman.

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

Feedback Form

Name:	Contact Number:
Address:	E-mail address:
Preferred method of contact:	Date:
Name of the Service the feedback relates to:	Previous contact with the Council:

Details of your Feedback:

What is your preferred Resolution:

Please hand in your form to one of our receptions or send to the complaints team, address above.