



**Comments!**

**Compliments!**

**Complaints!**



**We provide a wide range of services to the people who live and work in North Hertfordshire, and we try to provide the best possible service we can.**

**We would like to know what you think about these services so please let us know if you have a comment, compliment or complaint about any of our services.**



[www.north-herts.gov.uk](http://www.north-herts.gov.uk)



# Comments! Compliments! Complaints!

Welcome to North Hertfordshire

This is the official website of North Hertfordshire Council

We would like to know what you think about our services so please let us know if you have a comment, compliment or complaint about any of our services.

## How do you let us know?

You can talk to us in person, or phone us, write to us, send us a fax, or email, or use our website to contact the service involved.

You can fill in the attached form and hand it in at any council office or post it to us. It is already addressed and you do not need a stamp.

If you need help to do this, you can ask any member of council staff to help you fill in the form or you can ask someone to contact us on your behalf.

Many problems can be sorted out by talking to us. Most differences or misunderstandings can be sorted out simply and quickly. If you don't tell us about a problem, we may not know how to help you. Talk to the manager of the service involved, or if you don't know who to contact, phone 01462 474000. If you have tried to sort out a problem but are still not happy, you may then decide to make a complaint.

Or, you may decide to make a complaint straight away.

## What could you complain about?



When we have failed to do something we should have done.



When we have done something badly or in the wrong way.



When we have treated you unfairly or not politely.

This form is not intended for reporting repairs or everyday problems such as street lighting, or when asking for housing transfers, or benefits. Please contact those services directly. We have included a list of the most common services and their contact numbers over the page. You can get a full list of services and their contact numbers from any council office.

# What happens next?

If you have contacted us with a comment or suggestion, we will consider what you have said carefully and see if we can improve the quality of the service we provide.

If you have a compliment for us, we will happily pass it on to the employee or service involved!

If you have contacted us with a complaint, we promise to:



be fair;



deal with it as quickly as possible;



deal with it in confidence; and



keep you informed at all stages.

Our target is to deal with every complaint within 4 working days. If this is not possible, we will acknowledge it within 4 working days and send you a full response within 10 working days, or tell you when we expect to complete the investigation.

## What if you are not happy with our response to your complaint?

If you are not happy with our response, we have a review process.

You can write to the Director of the Service you are complaining about saying why you are not happy with the response. They will look at the issue again. We need to receive this letter within 14 days of our response to you.

You also have the right to get advice and support from your local councillor. Their names, addresses and phone numbers are available from any council office or by phoning our Committee Section on 01462 474403.

## Local Government Ombudsman

We hope that we can sort out your problem, but if you have followed our complaints procedure and you are still not happy, you may write to:

### The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Phone: 0845 602 1983

Fax: 020 7682 0001

Web: [www.lgo.org.uk](http://www.lgo.org.uk)

Or, pick up a leaflet from any council office.

# Translations

Welcome to North Hertfordshire

This is the official guide to North Hertfordshire

This leaflet is about comments, compliments & complaints. If you would like it in a different language or format please complete the form and return it to the address below.

এই প্রচারপত্রটা মন্তব্য, অভিযোগ ও প্রশংসা সম্পর্কে। আপনি যদি এটা অন্য কোনো ভাষায় কিংবা আকারে চান, তাহলে ফর্মটা পূরণ করুন এবং সেটা নিচের 'ফ্রীপোস্ট' ঠিকানায় ফেরত পাঠিয়ে দিন।

本宣傳頁是關於意見、抱怨和表揚的。如果您需要不同的語言或格式，請填寫表格並將其寄到以下免費投遞地址。

Questo opuscolo tratta commenti, reclami e apprezzamenti positivi. Se desidera riceverne una copia in una lingua o in un formato diversi, completi il modulo e lo rispedisca all'indirizzo franco posta che segue.

ਇਹ ਪਰਚੀ ਟਿੱਪਣੀਆਂ, ਸ਼ਿਕਾਇਤਾਂ ਅਤੇ ਪ੍ਰਸ਼ੰਸਾ ਦੇ ਬਾਰੇ ਵਿੱਚ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਦੂਸਰੇ ਰੂਪ ਦੇ ਵਿੱਚ ਲੈਣਾ ਚਾਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ ਨੂੰ ਭਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਕ੍ਰਿਪੋਸਟ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਓ।

Bu kitapçık görüşleriniz, şikayetleriniz ve iyi dilekelerinizle ilgilidir. Kitapçığı başka bir dilde ya da biçimde okumak isterseniz lütfen formu doldurunuz ve aşağıdaki ücretsiz posta adresine gönderiniz.

یہ لٹفلیٹ تبصروں، شکایات اور ستائش کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری زبان یا شکل میں درکار ہو، تو براہ مہربانی فارم کو پُر کر کے اسے نیچے دیئے ہوئے فری پوسٹ (مفت ڈاک) پتے پر واپس ارسال کریں۔

Ta broszurka zawiera komentarze, wyrazy uznania i zażalenia. Jeżeli chcesz otrzymać ją w innym języku lub w innym formacie, proszę wypełnić formularz i przestać na adres podany poniżej. Znaczek nie jest potrzebny.

ਪੰਜਾਬੀ  اُردو  ITALIANO  中文  TÜRKÇE  
 বাংলা  POLSKI  Large Print  Audio Cassette

Name \_\_\_\_\_







Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Service Manager**  
**North Hertfordshire District Council**  
**Town Lodge, Gernon Road**  
**Letchworth Garden City,**  
**Hertfordshire, SG6 3HN**






# Putting people first

**We aim to listen to our citizens and deliver responsive, high quality, value for money, customer focussed services.**



## We will:

-  be speedy, efficient and polite, no matter how you contact us;
-  provide fair and accessible services to all groups and individuals in a way to suit your needs without discrimination;
-  provide well-trained and easily identifiable staff;
-  always provide a contact name, phone number and e-mail address for your enquiry;
-  greet you clearly and politely with 'good morning' or 'good afternoon', our service area and name; and
-  respect your rights to confidentiality, privacy and safety.

## We also aim to:

-  answer your telephone call within four rings;
-  reply to your e-mails within two working days, and your letters within four;
-  let you know if we are not able to provide a full response within this time, with our reasons why, and aim to reply within 10 working days;
-  see you within 10 minutes of your arrival when you visit us; and
-  give you an appointment so that you can visit us and we can visit you.

## We promise to:

-  continue to improve our service to you by treating your comments, compliments and complaints positively and learning from our mistakes; and
-  clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint.



## Our key services and contact numbers

**General Enquiries:** Switchboard: **01462 474000**  
Fax: **01462 474843**  
Text phone: **01462 474800**  
Email: **service@north-herts**  
Website: **www.north-herts.gov.uk**

**Services:** Abandoned vehicles **01462 474000**  
Council tax enquiries **01462 474000**  
Council tax benefit and Housing benefit **01462 474000**  
Community development **01462 474000**  
Electoral register **01462 474000**  
Graffiti hotline **01462 474000**  
Homelessness advice **01462 474000**  
Housing register **01462 474000**  
Leisure **01462 474000**  
Parks and countryside **01462 474000**  
Planning applications **01462 474000**  
Pollution and noise control **01462 474000**  
Building control **01462 476370**  
Highways and street lighting (Highways Partnership) **01438 737320**  
Markets **01462 456202**  
Museums **01462 434476**  
Pest control and grass cutting (John O'Conner Ltd) **0800 028 6136**  
Public halls **01462 434658**  
Refuse, bulky collections, street cleaning, litter (Veolia Ltd) **0800 328 6023**

## Out-of-Hours Emergency Numbers

Out-of-hours Text phone: **01462 440372**  
Car parks, parks and public buildings: **01462 480662**  
Homelessness, elderly people's housing and dangerous buildings: **01462 459368**  
Highways, gritting and street lighting (Highways Partnership): **01438 737320**

Our main office address:  
Council Offices, Gernon Road  
Letchworth Garden City  
Hertfordshire SG6 3JF



Business Reply  
Licence Number  
RRKE-TJUB-UZUE



**The Customer Services Manager  
North Hertfordshire District Council  
Town Lodge  
Gernon Road  
LETCHWORTH GARDEN CITY  
HERTS  
SG6 3HN**