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The Customer Services Manager
North Hertfordshire District Council
Gernon Road
LETCHWORTH GARDEN CITY
HERTS
SG6 3JF

NORTH HERTFORDSHIRE DISTRICT COUNCIL



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 our services so please let us know if you have a comment, compliment or complaint about what we do.

www.north-herts.gov.uk

Telephone: 01462 474000

Our key services and contact numbers

General Enquiries:

Switchboard: **01462 474000**

Fax: **01462 474227**

Text phone: **01462 474800**

Email: **service@north-herts.gov.uk**

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 474635**

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 474355**

Highways and street lighting (Highways Partnership) **0300 123 4047**

Museums **01462 434476**

Pest control and grass cutting (John O'Conner Ltd) **01462 733173**

Public halls **01462 434658**

Refuse, bulky collections, street cleaning, litter (Veolia Ltd) **0800 328 6023**

Out-of-Hours Emergency Numbers

Homelessness, Environmental Health, Street Cleansing, Parks,

Public Buildings and Car Parks: **01462 440363**

Emergency Textphone Number: **01462 440372**

Highways, gritting and street lighting (Highways Partnership): **0300 123 4047**

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



keep you informed at all stages

We aim to resolve complaints as quickly as possible but it may take up to 10 working days.

If we are unable to provide a response within 10 working days we will contact you to explain 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 our website or by phoning our Customer Service Centre on 01462 474000.

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 contact:

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
www.lgo.org.uk

Phone: 0300 061 0614
Fax: 024 7682 0001
E-mail: advice@lgo.org.uk
Text: 'call back' to 0762 480 4299

Translations

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 প্রচারপত্রটি মন্তব্য, অভিযোগ ও প্রশংসা সম্পর্কে। আপনি যদি এটা অন্য কোনো ভাষায় কিংবা আকারে চান, তাহলে ফর্মটি 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 لٹلیٹ تبصروں، شکایات اور ستائش کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری زبان یا شکل میں درکار ہو، تو براۓ 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 przesać 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
Gernon Road
Letchworth Garden City
Hertfordshire SG6 3JF**






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 that suits 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
-  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
-  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
-  clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint