



**“Putting our
customers at the
heart of everything
we do”**

Comments, compliments and complaints form

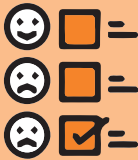


**North
Herts**
Council

We provide a wide range of services to the people who live, work in and visit North Hertfordshire. We value all our residents, staff, contractors, councillors, businesses and other partners and place them at the heart of everything we do. Your feedback gives us an opportunity to understand how we can improve as well as recognise where services are valued.

Our complaints process is shown below:

1



Your stage 1 complaint will be allocated to an investigating manager who will respond within 10 working days. This will either be with a full response, or an explanation on why more time is required.

2



If you are not satisfied with the outcome of the stage 1 complaint, you can make a **stage 2 complaint**, which if accepted will be further investigated by a different member of staff or more senior manager, who has had no previous dealings with the complaint. Officers will aim to respond within 20 working days, and will usually be the final word on the matter.

3



If you remain dissatisfied after receiving our response to your stage 2 complaint, you may be able to refer your complaint to the **Local Government Ombudsman (LGO)**.

If you are submitting a comment, or compliment, these will be recorded on our database and passed onto the relevant service manager for review and to deal with as appropriate. We won't necessarily respond to a comment or compliment unless you have asked us to.

If you need assistance filling out this form or would like to ask any questions about our 3C's policy, please call 01462 474000 and our Customer Service team will be happy to help. If you are deaf, or are hard of hearing you can contact us using the Relay UK app, by dialling 18001 followed by 01462 474000.

This paper form has been provided to ensure it's as easy as possible to contact us in a way that is convenient for you. You can post this form through the post-box at the Council Offices, or alternatively please complete it and return it in an envelope to:

Customer Service Manager, North Herts Council, Gernon Road,
Letchworth Garden City, Hertfordshire, SG6 3JF

Name:

Address:

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Postcode:

Phone number:

Email address:

Preferred response method:

Email Phone Letter

This is a:

Comment Compliment Complaint

Have you already raised this matter with the service area?

Yes No

Do you have the reference number?

Yes No

Ref no: AF

Are you a third-party reporting this on someone's behalf*?

Yes No

*Please attach consent from the complainant for you to represent them

Below is a flow-chart outlining our complaints process and next steps:

