

Further information and advice

If you have internet access and would like to know more about the complaints service, you can find further information at www.wiltshire.gov.uk/corporatecomplaints

If you don't have access to the internet and would like to find out more, or require a copy of the corporate complaints procedure, please contact the corporate complaints team using the contact details below.

Contact details

The council has a complaints manager in each department and so please contact us on the main number below and you will be put through to the right person. Alternatively, if you are unsure who to talk to, or would like some further advice, please contact the corporate complaints team on the details below.

Main council telephone number: **0300 456 0100**

Corporate Complaints Team, Wiltshire Council, County Hall, Trowbridge, Wiltshire BA14 8JN

01225 713020 or 01225 713069

E-mail: complaints@wiltshire.gov.uk

Online: www.wiltshire.gov.uk/corporatecomplaints

Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print or audio. Please contact the council on 0300 456 0100, by text phone on 01225 712500 or by email on customerservices@wiltshire.gov.uk

يمكن، عند الطلب، الحصول على معلومات حول خدمات مجلس بلدية ويلتشير وذلك بأشكال (معلومات بخط عريض أو سماعية) ولغات مختلفة. الرجاء الاتصال بمجلس البلدية على الرقم 0300 456 0100 أو من خلال الاتصال النصي (تيكست فون) على الرقم 01225 712500 أو بالبريد الإلكتروني على العنوان التالي: customerservices@wiltshire.gov.uk

如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：(01225) 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

Na życzenie udostępniamy informacje na temat usług oferowanych przez władze samorządowe hrabstwa Wiltshire (Wiltshire Council) w innych formatach (takich jak dużym drukiem lub w wersji audio) i w innych językach. Prosimy skontaktować się z władzami samorządowymi pod numerem telefonu 0300 456 0100 lub telefonu tekstowego (01225) 712500 bądź za pośrednictwem poczty elektronicznej na adres: customerservices@wiltshire.gov.uk

ولشائر کونسل (Wiltshire Council) کی سروسز کے بارے میں معلومات دوسری طرزوں میں فراہم کی جاسکتی ہیں (جیسے کہ بڑی چھپائی یا آڈیو ہے) اور درخواست کرنے پر دوسری زبانوں میں فراہم کی جاسکتی ہیں۔ براہ کرم کونسل سے 0300 456 0100 پر رابطہ کریں، ٹیکسٹ فون سے (01225) 712500 پر رابطہ کریں یا customerservices@wiltshire.gov.uk پر ای میل بھیجیں۔

Helping us to improve our services...

Wiltshire Council complaint leaflet



Wiltshire Council
Where everybody matters

Our aim is to provide our customers with an excellent customer service experience.

- To help us achieve this it is essential that we are a listening council and we encourage you to provide us with your comments. This will help us learn from the concerns you raise and ensure we make improvements to the services we provide.
- This leaflet explains how you can make a complaint about any council service.
- Your views really do count and will help us provide the best possible service to all our residents.

Wiltshire Council
Where everybody matters

How to make a complaint...

Making a complaint

In the first instance you should raise your concerns with the team providing the service, especially if this is the first time you have contacted the council about the matter.

You can make a complaint to the council verbally by either attending one of the council's offices or by phone. You can also make it in writing by sending a letter, or email, or by completing the online complaint form. Contact details for making a complaint are at the back of this leaflet.

Whatever method you choose to use, you can be assured we will take your complaint seriously and make sure you receive a response as quickly as possible.

What you can expect

Depending on what your complaint is about, the council has different procedures to deal with it.

Corporate complaints procedure

The council has a two stage corporate complaint procedure under which most complaints are considered. A complaint is any expression of dissatisfaction about a service that Wiltshire Council provides.

Complaints about the council generally cover when:

- a service has not been provided and it should have been
- you feel the standard of service provided is not acceptable
- you feel there has been a lack of communication from the council
- there has been a delay in providing a service, or in providing a resolution
- there are issues concerning discrimination, harassment or unfair treatment

Stage one

We hope that most complaints can be resolved at stage one. On receipt of your complaint, we will acknowledge it and let you know when we think we will be able to give you a full response.

Stage two

If we are unable to resolve your complaint at stage one, you can ask for it to be referred to the corporate complaints team for an independent review.

Children or adult social care complaints

Complaints about children's or adults' social care have to be considered through separate statutory complaints procedures.

If you believe your complaint falls within this category you can talk to the relevant complaint's manager.

Still not satisfied?

If you have been through the council's complaint procedure and remain unhappy, you can approach the Local Government Ombudsman. The Ombudsman's office considers complaints made against councils and some other authorities.

For further information you can refer to the Ombudsman's website at www.lgo.org.uk or contact the corporate complaints team which has a supply of information leaflets from the Ombudsman's office.