

Do you have a
**compliment,
comment or
complaint?**



Cumbria County Council is committed to providing high quality services and your feedback is essential to this. We welcome all compliments, comments and complaints. These help us to review and improve our services so that we can provide the best possible services for our customers.

We are committed to putting the customer at the heart of everything we do.

Our Customer Services promises are to:

- Make it easy for customers.
- Treat people with dignity and respect.
- Take responsibility.
- Use customer feedback to improve our services.

Comments

We would like to hear from you if you have a suggestion on how we can improve our service. Either tell a member of staff or get in touch using the contact details in this leaflet.

Compliments

If you are happy with any part of the service you receive please tell us. You may write to us or tell any member of staff.

We will record your views and pass them on to the people involved.



Making a complaint

We accept that sometimes things go wrong and it is important that you tell us if you are unhappy with a service. Please also tell us what you would like us to do to put things right.

In the first instance it may be best to speak to the person you have been dealing with and explain your complaint, or you can ask to speak to the person in charge who may be able to resolve your complaint straight away.

If you are still not happy please contact the Council's Complaints Team who will arrange for your complaint to be dealt with in the following way:

An appropriate manager will take responsibility for your complaint and draw up an action plan with you

These actions are then carried out

If you are still not happy with the response or actions you can then ask for a review to be carried out

A Senior Manager will look at the complaint, and review any previous responses and actions

Further actions may then be identified and delivered

What if the issue is still not resolved?

If you are still not happy with the outcome of your complaint then you can contact the Local Government Ombudsman.

You should do this within 12 months of when you first knew about the matter you are complaining about. Please see contact details below:

Local Government Ombudsman,
PO Box 4771, Coventry CV4 0EH

☎ 0300 061 0614

Complaints about Social Care

There are special statutory requirements in respect of complaints about Social Care. The procedures for dealing with these complaints are different to those set out in this leaflet. You can get more information, including a detailed leaflet, from our website:

cumbria.gov.uk/complaints



Data Protection

The information you provide when you make a complaint will only be held for the purposes of processing and administration and will not be passed on to any other organisation. However, in order to investigate your complaint fully we may need to divulge your information to other council staff. This will only be done when necessary.

How to contact us

You can:

- Call in to one of our council offices where a member of staff will be happy to help.
- See our website **cumbria.gov.uk**
- Or contact:

Complaints Team
Cumbria County Council
Cumbria House
117 Botchergate
Carlisle
CA1 1RD

☎ **01228 221234**

✉ **complaints@cumbria.gov.uk**