

# How to make a comment, compliment or complaint

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

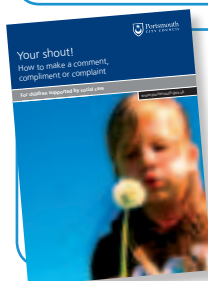


# Tell us what you think

You can contact us in the following ways.

- **By phone on** 023 9283 4702
- **In person**
- **By writing to:**  
The Comments, Compliments and Complaints Team  
Portsmouth City Council  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2ZX.
- **By using our comments, compliments and complaints form** attached at the back of this booklet
- **By sending an e-mail to** [ccc@portsmouthcc.gov.uk](mailto:ccc@portsmouthcc.gov.uk)
- **On our website** – [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

If you need an interpreter or sign-language interpreter, we can arrange this for you. We usually need seven days' notice to arrange this.



## Young people

There is a version of this leaflet for young people so they can make any comments, compliments or complaints.

Phone: 023 9284 1172

## Social care

There is a different process to complain about social care. For more information please contact Social Care Complaints (their contact details are on page 9).

# We welcome **all** feedback

## Comments

We would like to hear from you if you have a suggestion on how we can improve our service. You can fill in the form at the back of this leaflet or tell a member of staff.

## Compliments

If you are happy with any part of the service you receive please tell us. You may write to us, fill in the form at the back of this leaflet or tell any member of staff. We will record your views and pass them on to the people involved.

## Complaints

We aim to provide the best possible service to customers. However, if we get it wrong, we want to know about it and will try to put things right as quickly as possible.

## Our aim

We take complaints very seriously. While we try to provide a good service, we know that sometimes things go wrong. We have developed a complaints procedure in response to this.

We aim to sort out complaints quickly and fairly and we will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take.

## What we learn from complaints

We keep records of all the complaints we receive and monitor them regularly. This helps us to:

- identify areas of service where we need to make changes and improvements; and
- make sure we are dealing with complaints effectively and consistently.



# What should I do if I am not happy with one of your services?

## Stage one

The people who can best deal with a complaint are those who provide the service. You should speak or write to the service manager or contact the City Helpdesk (details are on page 8) and let them know what the problem is. We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

We will acknowledge your complaint in three working days. We will investigate your complaint and we will respond within 10 working days. If we cannot do this, we will let you know when you can expect a reply.

Our response will include details of who to complain to if you are not happy with the response at stage one. If you are still not sure who to contact, you can talk to the Comments, Compliments and Complaints Team. Their details are on page 8.

## What should I do if I am not happy with this response?

Take your complaint to stage two.

## Stage two

If you are not happy with the service manager's reply, you can complain to the head of service. It is best to let the head of service know which parts of our response at stage one you are not happy with.

We will investigate your complaint and the head of service will respond to you within 15 working days. An investigation may take longer than this but if it does we will explain the reasons why and let you know when you can expect a full reply.

In our response to your stage two complaint, we will provide contact details for the Chief Executive's Office – you will need to contact them if you are not happy with our response.

## What should I do if I am still not happy?

Take your complaint to stage three.



## Stage three

If you're still not happy, you can contact the Chief Executive's Office. They are independent of the service you are complaining about and can carry out a full review of your complaint. It will help the investigation if you explain why you are not satisfied and what you expect from a further review. The Chief Executive's Office will reply within 20 working days. They will let you know if there are any delays.

### What if I am still not happy?

If you are not satisfied with the way we handled your complaint, you can contact the Local Government Ombudsman.

## The Local Government Ombudsman

The Ombudsman is an independent national service, which investigates complaints about local councils. You can complain to the Ombudsman at any time, but they will usually refer your complaint back to us if you have not used our complaints procedure.

You can contact the Ombudsman at:

Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Phone: 0300 061 0614

Fax: 024 7682 0001

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

Text: 'call back' to 0762 480 4299

# Do you deal with all complaints in this way?

No. We cannot investigate your complaint if it is something you knew about more than 12 months before contacting us for the first time. However, we may make an exception in some circumstances.

We have separate legal procedures for:

- appeals about your entitlement to Housing Benefit;
- appeals against our decision to admit your child to one of our schools;
- appeals about us refusing your planning application; and
- appeals about a parking ticket we have given you.

We also have separate procedures for:

- complaints about social care matters (see the next page); and
- complaints about a councillor who may have broken the code of conduct (see page 8).



## Who can help me make a complaint?

If you would like help making a complaint, you can contact your local councillor or MP. You can also get help from a specialist advice agency or organisation which represents people, such as a citizens advice bureau (CAB).

# The process for complaining about social care



The Government has decided that complaints about social care for adults' and children's services have separate procedures.

Please see their leaflets for more information.

# Code of conduct complaints process

The standards committee is responsible for considering complaints where a councillor may have broken the code of conduct. If you want to complain about one of our councillors, or a councillor from Southsea Town Council, you must send us your complaint.

An assessment sub-committee will deal with complaints, but it will not deal with any complaint that is not covered by the code of conduct. If you make a complaint, it must be about why you think a councillor has not followed the code of conduct.

We base our assessment criteria on the guidance given by the standards board in their document 'Local assessment of Complaints'.

If you would like to make a complaint you can contact us at:

Michael Lawther  
Monitoring officer  
Portsmouth City Council  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2AL.

Email: [codeofconduct@portsmouthcc.gov.uk](mailto:codeofconduct@portsmouthcc.gov.uk)  
Phone: 023 9283 4571  
Fax: 023 9283 4123

# Contact details

## **For general services**

Comments, Compliments and  
Complaints Team  
City Helpdesk  
Portsmouth City Council  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2BG  
Phone: 023 9283 4702  
Email: [ccc@portsmouthcc.gov.uk](mailto:ccc@portsmouthcc.gov.uk)

## **For social care complaints**

Social Care Complaints  
Portsmouth City Council  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2EP  
Phone: 023 9284 1172  
Email: [socialcare.comments@portsmouthcc.gov.uk](mailto:socialcare.comments@portsmouthcc.gov.uk)

## **Chief Executive's Office**

Portsmouth City Council  
Civic Offices, Guildhall Square  
Portsmouth, PO1 2ZX  
Phone: 023 9283 4010

# Our customer promise

## **If you think we've broken our promises, or you feel we've made a mistake, we take that very seriously.**

- We'll make sure you know how to make your voice heard through our complaints procedure.
- We train our staff so they know how to deal with your complaint.
- We will acknowledge your complaint in three working days.
- We will respond fully within 10 working days for a first-stage complaint, 15 working days for a second-stage complaint and 20 working days for a third-stage complaint.
- We will investigate your complaint thoroughly and without taking sides.
- We will keep your complaint confidential and be fair to everybody involved.
- We will let you know the progress of your complaint.
- We will apologise when we've made a mistake, and immediately take steps to fix the problem.
- We will learn lessons from where we've gone wrong to make sure we don't make the same mistakes in the future.

You can get this information in large print, Braille, on audio tape, audio CD or in another language by calling 023 9283 4702.



Business Reply Plus  
Licence Number  
RRSY-CTCE-HBGH

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Comments, Compliments and Complaints Team  
City Helpdesk  
Portsmouth City Council  
Civic Offices, Guildhall Square  
PORTSMOUTH  
P01 2BG

# How to make a comment, comp

**About you** (you do not have to fill in this section if you don't want to)

Name:.....

Address and postcode:.....

.....

.....

.....

.....

.....

Phone number:.....

Email address:.....

If you are contacting us on behalf of someone else, please give us their name.....

**I am making a:**

comment

compliment

complaint

**Is your complaint:**

a general complaint?

a complaint about harassment?

a complaint about discrimination?

# Compliment or complaint

## About your comment, compliment or complaint

Which service does your comment, compliment or complaint relate to?

.....

Have you contacted us about this issue before?    Yes     No

If so, do you have a reference number or the name of the person you dealt with? .....

What is your comment, compliment or complaint?

.....

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.....

.....

.....Continue on a separate sheet if necessary.

What action would you like us to take?

.....

.....

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.....

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**You do not have to answer the following questions but by doing so you will help us make sure we are providing an equal service for everybody.**

**What sex are you?**

Male

Female

**What age group do you fit into?**

16 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 or over

**Do you have a disability?**

No

Yes  (Please give details)

**What is your sexuality?**

Gay man

Gay woman

Bisexual

Heterosexual

**Which of the following ethnic groups do you belong to?**

Choose one section from A to E, then tick the appropriate box to show your cultural background.

Prefer not to say

**A White**

British

Irish

Any other White background

(please say which)

**B Mixed**

White and black Caribbean

White and black African

White and Asian

Any other mixed background

(please say which)

**C Asian or Asian British**

Indian

Pakistani

Bangladeshi

Any other Asian background

(please say which)

**D Black or Black British**

Caribbean

African

Any other Black background,

(please say which)

**E Chinese or other ethnic group**

Chinese

Any other

(please say which)