

How to make a complaint

Gravesham Borough Council believes everyone in Gravesham is entitled to high quality services and courteous treatment from the council.

If you have a complaint about the way a council service has failed to meet expected standards or if something has gone wrong, then it is important that you let us know straight away.

How to complain

Putting your complaint in writing helps us to be clear about the problem and have a record of all the points you raise. You can use this form to help you. If you prefer you can complain to us by letter, e-mail, via the website, by telephone or in person.

You may use this form if you wish to make a complaint. Please provide the information we need so that we can deal with your complaint as quickly as possible. Please use another sheet of paper if you need to.

Return this form to any council office or post to the address over.

How long will it take?

All complaints will receive an acknowledgement within five working days. Our standard is to investigate and send a full response within a further 10 working days. In some circumstances it may take longer to respond, for instance when a site visit is required, in which case we will send you a reply explaining the reason for delay and the date when a full response ought to arrive.

Which Ethnic Group best describes you?

- White
- Mixed
- Chinese or Chinese British
- Black or Black British
- Asian or Asian British

Further information

If you would prefer to speak to someone about your complaint or require further assistance, please contact our Customer Services team on 01474 33 70 00.

If you require any further information about the complaints procedure, please contact the Customer Services Manager on 01474 33 73 60.

Gravesham Borough Council, Civic Centre, Windmill Street,
Gravesend, Kent DA12 1AU

Switchboard 01474 56 44 22

Minicom 01474 33 76 17

Website www.gravesham.gov.uk



Procedure

All complaints will be dealt with in a professional, courteous and timely manner and follow the procedure below.

Stage one

In the first instance, complaints will be dealt with by the section responsible for the service. Every effort will be made to resolve the matter at stage one.

Stage two

If it has not been possible to resolve the matter at stage one, you have the right to appeal the decision with a Manager of the department.

Stage three

If the matter remains unresolved, an investigation will be undertaken by one of the council's independent complaint officers.

Stage four

If you still remain dissatisfied after the complaint has been handled by the 3 stages above, you have the right to refer the matter to the Local Government Ombudsmen who will consider any further action. The Local Government Ombudsman is appointed by the government to investigate complaints made against local councils.

You can write to:

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

Tel: 08456 021 983

Email: enquiries.london@lgo.org.uk

Name:

Address:.....

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Daytime telephone number:

What is your complaint and when did it first arise?

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Have you raised this with the council before? Yes/No

If yes, please tell us who dealt with you and when:

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