



Feedback form

Please let us know what you think about our services and complete this feedback form.

Name:

Address:

Postcode:

Daytime telephone:

Email:

Please give us your feedback:

Continue your feedback overleaf...

Signed:

Date: / /

Please return this form to
Customer Relations,
Surrey Heath House, Knoll Road,
Camberley, Surrey GU15 3HD

Tel: 01276 707100

Email: enquires@surreyheath.gov.uk

www.surreyheath.gov.uk



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help us to help you

Your feedback is important to us



Great Place • Great Community • Great Future

At Surrey Heath Borough council we aim to give the best possible service to all our customers.

If we get things wrong we want to try to put them right and improve our services for the future.

We also want to know when we do things well so that we can share good practice across the Council.

How to give us feedback

If you have a comment, compliment or complaint you can contact us by:

- Telephone us on **01276 707100**
- Emailing us at **enquires@surreyheath.gov.uk**
- Completing the online form at **www.surreyheath.gov.uk/complaints**
- Filling in the **form in this leaflet**
- Writing to **Customer Relations, Surrey Heath House, Knoll Road, Camberley, Surrey GU15 3HD**

How do we share or deal with compliments ?

Your compliment will be passed to the appropriate department. If it relates to a particular member of staff, they will be informed.

How do we deal with your complaint ?

At each stage of our complaints procedure you have the right to take things further if you are still not happy with the way we dealt with your complaint.

We try to deal with the complaint informally. (Stage 1)

This is when you tell us what area of our service or actions you are unhappy with. Our aim is to deal with most of these complaints during normal everyday business, without taking the problem to senior members of staff.

We will treat your complaint as a formal complaint (Stage 2) when:

- you are unhappy with the outcome of an informal complaint;
- you feel the council has done something wrong or failed to do something that has directly affected you;
- you feel a member of staff has behaved inappropriately; or
- the matter is complicated or serious enough that it needs a senior member of staff to deal with it.

The head of the service you are complaining about will usually deal with formal complaints. **It is recommended that your complaint be submitted in writing.**

Chief Executive (Stage 3)

The final stage of Surrey Heath Borough Council's complaints procedure is to appeal to the Chief Executive. You must clearly give your reason for the appeal **in writing**. The Chief Executive will arrange for your complaint to be investigated and will then reply to you.

Local Government Ombudsman (Stage 4)

If you are still unhappy with the way we have dealt with your complaint after going through the other stages, you can take the matter to the Local Government Ombudsman.

The Local Government Ombudsman is independent of us and investigates complaints about local authorities

The Ombudsman's details are as follows:

Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Phone: 03000610614
Web: www.lgo.org.uk

And you will find the Online form

When will I receive a response to my complaint?

We aim to address all Stage 1 complaints within 2 working days wherever possible. We aim to acknowledge all Stage 2 and 3 complaints within 2 working days and respond fully to complaints within 10 working days of receipt. The majority of complaints will be answered within this timescale. If, however, we need additional information we may not be able to meet this standard. If this is the case we will contact you to let you know when we expect to be in a position to send a response.