

## Feedback form

Name: .....

Address: .....

.....

.....

Postcode: .....

Daytime Phone No: .....

Evening Phone No: .....

Date: .....


Location of service: .....

Please tick the box which best describes your feedback.

Comment  Compliment  Complaint

Please give a brief summary of your Comment / Compliment / Complaint:


## How to contact us:-


 01536 410333

 01536 410795

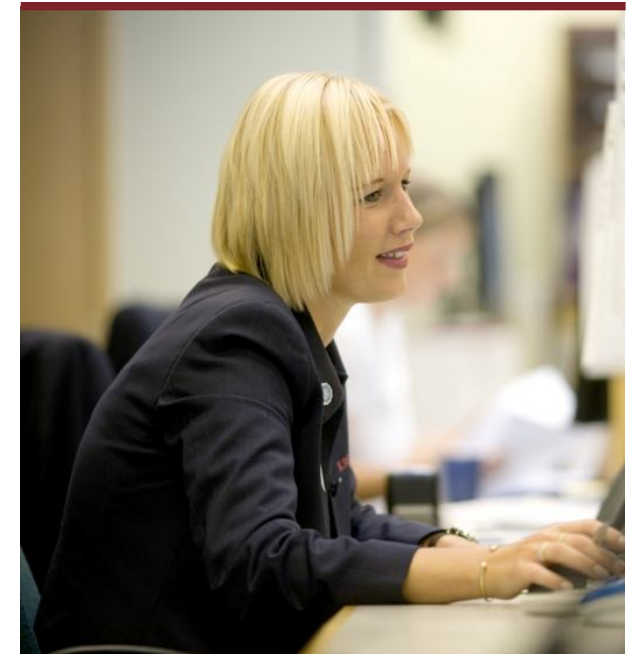
 customerservices@kettering.gov.uk

 www.kettering.gov.uk

 In writing to: Customer Service Centre,  
Kettering Borough Council, Municipal  
Offices, Bowling Green Road, Kettering,  
NN15 7QX

 In person, visit our Customer Service  
Centre: 8:30am - 5:30pm Monday to  
Friday & Saturday 9am - 1pm

# Customer Feedback



## Customer Feedback Form

Help us to shape our future  
services by telling us what you  
think



### DATA PROTECTION

The Council will treat the information provided on the attached form in a sensitive and confidential manner and use it to monitor all feedback to improve and develop services

Please continue on another sheet if necessary. Send to the Customer Service Centre at the Municipal Offices, or place in the box provided in our Customer Service Centre.

## **We want to give you the best service we can, and it's only by listening to our customers that we can find out how well we're doing. You can help shape the future of the services we provide.**

### **Your feedback**

If you have any comments, suggestions or if you think we have done anything well, we would like to recognise this so that other services can follow by example. You can contact us in a number of ways:-

- ◆ Tell the member of staff you are dealing with
- ◆ Write to, email or phone the relevant Service Head. (For details of the Service Heads please ask a Customer Service Advisor or visit our website)
- ◆ Complete the form on the council's website
- ◆ Complete the attached form and then place it in the box provided, we will respond within 10 working days

### **What you can expect from us**

- ◆ We will record your compliments and pass them on to the relevant member of staff and the appropriate manager
- ◆ If it is a complex problem, you will be updated every 15 working days regarding progress

### **Your complaints**

This leaflet explains our complaints process and how to make a complaint. There are three stages, but we sort out most complaints at Stage 1.

#### **Initial approach (Stage 1)**

If you have been dealing with someone from Kettering Borough Council and find there is a problem, please try to speak to that person first or to the manager concerned.

Otherwise, you can send us your complaint in one of the following ways:

- ◆ By phone, letter, fax or e-mail
- ◆ Fill in this form and post in the comment box or hand to a Customer Service Advisor
- ◆ Speak to a Customer Service Advisor
- ◆ Use the Customer Feedback form on our website [www.kettering.gov.uk](http://www.kettering.gov.uk)

If the problem cannot be resolved immediately, you will receive an acknowledgment within 3 working days and a full response within 10 working days.

#### **If you are still unhappy (Stage 2)**

If you are still unhappy after Stage 1, you can ask for your complaint to be investigated further by the relevant Team Leader / Manager or Head of Service via any of the methods stated at Stage 1.

Again, if the problem cannot be resolved immediately you will receive an acknowledgment within 3 working days and a full response within 10 working days.

#### **Independent review (Stage 3)**

We do our best to make sure we sort out all complaints by the end of Stage 2, but occasionally this is not possible. If you are still unhappy, you can send your complaint to the Executive Liaison Office, where an independent officer will review your complaint and how it has been dealt with.

We will acknowledge receipt of your complaint within 3 days and send a final report within 10 days.

When we send you the final report, we will also enclose information on how you may take your complaint further, to the Local Government Ombudsman. Details of both the Local Government Ombudsman and the Citizens Advice Bureau can be found on this leaflet.

### **Citizens Advice Bureau (CAB)**

For independent advice on your rights contact the CAB at 5 Horsemarket, Kettering, NN16 0DG  
Tel: 0844 855 2122

Monday & Wednesday : 9:30am - 11:30pm  
Monday - Friday : Phone 10:00am - 3:00pm

Every Tuesday a representative from CAB can be seen at KBC's Customer Service Centre 10am - 12 noon

Ring 01536 410333 for an appointment

If you wish to take up the matter with your local councillor, please call 01536 534268 or 534391 for details, or visit our website.

If you cannot settle your complaint with the council, you may wish to take up the matter with the Local Government Ombudsman.

### **The Local Government Ombudsman**

If you have exhausted all the stages of the council's procedures and are still not satisfied, you can appeal to the Local Government Ombudsman - an independent body which will look into your complaint about the council. The Ombudsman will only do this if you have taken your complaint through the council's system. The Ombudsman's address is:

The Oaks, 2 Westwood Way,  
Westwood Business Park, Coventry, CV4 8JB  
Tel: 0845 602 1983

### **The Council's website address**

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