


Making a comment
or compliment

We would also like to hear from you if you think **we're doing something well**, or have any suggestions for **ways we can improve**. You can tell us by using the form over the next page.

 www.hartlepool.gov.uk

 **01429 266522**

Please remove and return the form
attached in an envelope to:

Freepost MI263
Hartlepool Borough Council
Civic Centre
Hartlepool
TS24 8AY

Postage is paid so you don't need a stamp.

 **HARTLEPOOL
BOROUGH COUNCIL**

Complaints

Comments

Compliments

www.hartlepool.gov.uk/complaints

How to make a complaint

Hartlepool Borough Council aims to provide high quality services that meet the needs of local people.

We want to make our services as efficient and effective as possible, and to do this we need to know whether we're getting it right and how we can improve services for you.

If you are not satisfied with a service, tell us why not and what we could do to improve things. This leaflet takes you through the three stages of making a complaint. Remember, you can also visit www.hartlepool.gov.uk/complaints

1. Try to resolve the complaint

Firstly, talk to the staff who run the service you are concerned about. Contact the office you have been dealing with or call the Civic Centre (266522) to speak to the right department.

You can complain yourself, or on behalf of someone who cannot complain for themselves.

The person you contact will do everything they can to resolve your problem as quickly as possible.

2. Write the complaint

If you are dissatisfied with how your initial complaint has been dealt with, you can take it further by making a **formal complaint** in the following ways:

- Online at www.hartlepool.gov.uk/complaints
- In writing using the attached form
- By email to customer.comments@hartlepool.gov.uk
- By letter (using the address on the attached form)
- By phone (01429 266522)
- In person at a Council office
- To your local Councillor

Your complaint will then be directed to the appropriate department within the Council for investigation.

3. What happens next?

Your complaint will be investigated by a senior officer of the Council. We will write to you within **5 working days** and let you know who is dealing with your complaint and how long it will take.

We aim to give you a full written response **within 25 working days** of receiving your complaint.

If it will take longer than this, we will let you know when you can expect a reply. If your complaint is not covered by the Council's complaints procedure, we will advise who may be able to help.



Complaining to your local Councillor

You can also complain to your Councillor about any of the Council's activities or services. They will pass on your complaint to the correct department.

You can contact them at their local ward surgeries as advertised within Hartbeat magazine and the Hartlepool Mail, by writing to them at the Civic Centre or by emailing them.

Find out who your Councillor is by visiting www.hartlepool.gov.uk/meetyourcouncillors or by phoning 01429 266522.

