



Complaining to your local Councillor

If you have a complaint about the policies of the Council, for example, how the Council has chosen to spend its budget, or about any decisions that have been made by a Councillor, it is best to complain direct to a Councillor.

You can contact them at their local ward surgeries as advertised in the Hartlepool Mail, by writing to them at the Civic Centre or by emailing them. You can find out who your Councillor is by looking at the Council's website or by phoning the Civic Centre. 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.

How to make a comment or compliment

We would like to hear from you if you think we are doing something well or have any suggestions for ways that we can improve. You can tell us by using the same methods as making a complaint.

**Public Health
Complaints, Comments
and Compliments**



**www.hartlepool.gov.uk
01429 284020
public.health@hartlepool.gov.uk**

How to make a complaint

The Public Health Department aims to provide high quality services that meet the needs of local people whilst being both efficient and effective. To ensure that we achieve this, we need to hear from our residents and service users to inform us when we are not quite delivering, when improvements could be made or when we are doing a good job.

If you are not satisfied with a Public Health service, please tell us why not and what we can do to improve things. If you think we are doing things well, we'd also like to hear about that too and we would be interested to hear any suggestions you may have for improving our Public Health services.

This leaflet takes you through the three stages of making a complaint and also tells you how to provide compliments and comments to the Public Health Team.

1. Try to sort it out

First of all, talk to the staff who run the service you are concerned about. Contact the office you have been dealing with or ring the Public Health Complaints Officer (01429 284020) and they will try to put you in contact with the right Public Health Service or Section.

The person you contact will do everything they can to sort out your problem as quickly as possible. You can complain yourself or on behalf of someone who cannot complain for themselves.

2. Make the complaint

If you are dissatisfied with how your initial complaint has been dealt with you can take it further by making what is known as a formal complaint. You can make your complaint in the following ways: -

- In writing, using the attached form
- Email us at **public.health@hartlepool.gov.uk**
- In a letter (to the address on the attached form)
- Over the phone (01429 284020)
- In person at a Council office
- On-line at **www.hartlepool.gov.uk/complaints**
- Scan the QR code with your smart phone

When making contact please identify that you are doing so in regard to a Public Health matter and your complaint will then be directed to the appropriate department within the Council.

3. What happens next?

Your complaint will be investigated by a senior officer of the Council. We will write to you within 3 working days to acknowledge your complaint and assure you that it will be dealt with accordingly.

If your complaint is not covered by the Public Health Complaint Procedure, we will let you know and advise you who might be able to assist.

No Stamp Required

To inform us of your complaint, comment or compliment, please print off and complete the attached form and return it **free** in an envelope to:



**Freepost MI263
Public Health
Hartlepool Borough Council
Civic Centre
Hartlepool
TS24 8AY**

**Or you can email your
complaint, comment or
compliment to us at :
public.health@hartlepool.gov.uk**

Complaint Number

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Public Health Comment, Compliment and Complaint Form

Use this form to tell us about your Public Health comment, compliment or complaint. Please give as much detail as you can, including when it occurred, what happened, and why you are dissatisfied, or what you want to comment or compliment us on.

Are you making a Public Health: Complaint Comment Compliment (tick one)

Your Name:

Your Address:

Your Daytime Telephone Number:

Your Email Address:

How do you prefer to be contacted? Letter Phone Email

If you are completing this form on behalf of someone else, please give the name and address of that person and their relationship to you:

Their Name:

Their Address:

Relationship to you:

What is your complaint, comment or compliment?

What would you like us to do now (if anything)?

Have you made this complaint before? Yes No

If yes, when:

Not applicable

Signature:

Date: