

# Customer Feedback

**Compliments,  
Complaints and  
Suggestions**

We want  
your  
feedback!

**Listening and responding**

## Compliments, Complaints and Suggestions

We are committed to delivering public services which meet the highest possible standard. However we realise that there may be times when you wish to raise a concern or make a suggestion or a compliment about a service that you have received. We value your feedback, whether positive or negative, it enables us to resolve problems and improve our services.

### What is a Complaint?

“When someone tells us they are not happy about a service or something we have or have not done that has had an impact upon them.”

### Areas not covered by this complaints procedure

- Where a statutory right of appeal exists (eg parking ticket, Housing Benefit)
- Complaints subject to legal proceedings.
- Insurance Claims.
- Complaints about the conduct of Elected Members.

These should be made in writing to  
The Monitoring Officer (Taunton Deane),  
The Deane House, Belvedere Road,  
Taunton TA1 1HE

or The Monitoring Officer (West Somerset),  
West Somerset House, Killick Way,  
Williton TA4 4QA

## The Complaints Procedure

Before submitting a complaint we should have had the chance to provide the service or put something right. We can only do this if we have received a request or have been informed of a problem (for example reporting a missed waste collection) which we will aim to deal with as part of our normal day to day business.

If your issue is not something we can resolve immediately as part of our day to day business, we will usually deal with it as a complaint.

If you are unhappy about the service you are receiving or have received, then the quickest way to let us know is by contacting the person or service you have been dealing with.

If you have not been dealing with one specific person, then ask to speak to someone in the service area you are concerned with.

You may then be referred to a line manager. You are entitled to speak to a line manager or supervisor and can ask to do this at any time. This person will then try to resolve the issue for you.

We aim to resolve the majority of complaints **within 20 working days**.

If you are still not satisfied with the response you receive, you have the right to contact the Local Government Ombudsman. This is an independent, impartial and free service.

### Local Government & Social Care Ombudsman

The Oaks No 2, Westwood Way, Westwood Business Park, Coventry CV4 8JB

Tel: 0300 061 0614 Web: [www.lgo.org.uk](http://www.lgo.org.uk)

Please note the Ombudsman will expect you to have given the Council the opportunity to resolve your complaint locally before getting involved.

## Taunton Deane Borough Council Housing Complaints

Following the introduction of the Localism Act 2011 we have to ensure complaints about the Council in its role as a social landlord (as well as in respect of our ownership and management of leasehold housing) are dealt with in the manner set out in the Act.

1. If you are unhappy with the outcome of your complaint you can either refer the matter to 'Designated Person' or wait 8 weeks, after which you will be entitled to refer the matter to the Housing Ombudsman directly.
2. The 'Designated Person' can be a local councillor or Member of Parliament (MP)
3. On receiving your complaint the 'Designated Person' can decide to:
  - Help resolve your complaint directly;
  - Refer your complaint to the Housing Ombudsman before the eight week time limit;

Housing Ombudsman Service  
Exchange Tower,  
Harbour Exchange Square,  
London E14 9GE

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Web: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

### How to give us your feedback



#### Fill in this form

Please hand in this form at reception or post to the address overleaf.



#### Email

Taunton Deane Borough Council

[haveyoursay@tauntondeane.gov.uk](mailto:haveyoursay@tauntondeane.gov.uk)

West Somerset District Council

[customerservices@westsomerset.gov.uk](mailto:customerservices@westsomerset.gov.uk)



#### Online

Taunton Deane Borough Council

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

West Somerset District Council

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



#### Call

Taunton Deane Borough Council

**01823 356356**

West Somerset District Council

**01643 703704**

You can ask a friend, relative, someone at the Citizens' Advice Bureau, or your local Councillor, to help or represent you.

As a Council we are committed to delivering high-quality services, and to deal with queries as efficiently as possible.

### **If you require further information please contact:**

#### **Customer Services,**

Taunton Deane Borough Council  
The Deane House, Belvedere Road  
Taunton, TA1 1HE

Tel: 01823 356356

Email: [enquiries@tauntondeane.gov.uk](mailto:enquiries@tauntondeane.gov.uk)

Web: [www.tauntondeane.gov.uk](http://www.tauntondeane.gov.uk)

#### **Customer Services,**

West Somerset Council  
West Somerset House  
Killick Way, Williton  
Taunton TA4 4QA

Tel: 01643 703704

Email: [customerservices@westsomerset.gov.uk](mailto:customerservices@westsomerset.gov.uk)

Web: [www.westsomersetonline.gov.uk](http://www.westsomersetonline.gov.uk)

If you would like this document translated into other languages or in braille, large print, audio tape or CD, please contact us.





What would you like us to do? .....

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**Your details:**

Name: .....

Address: .....

.....

Postcode: .....

Telephone: .....

Email: .....

**Would you like us to contact you?**

Yes

No

**How would you prefer to be contacted?**

letter

phone

email

in person

**Please hand in or post to:**

Taunton Deane Borough Council,  
Customer Services,  
Taunton Deane Borough Council  
The Deane House  
Belvedere Road, Taunton TA1 1HE

West Somerset Council,  
Customer Services,  
West Somerset House,  
Killick Way, Williton, Taunton TA4 4QA