

Customer feedback policy - Your voice

May 2020

Customer feedback policy – Your voice

Our policy

At Denbighshire County Council we welcome all feedback about our services and we want to hear from you to help improve our services. Our customer feedback policy is called **Your Voice** and it explains what will happen when you contact the council with compliments, suggestions or complaints.

How to contact us

- By phone 01824 70600
- By email your.voice@denbighshire.gov.uk
- Via website [Denbighshire County Council](#)
- By post Your Voice, Denbighshire County Council, PO Box 62, Ruthin LL15 9AZ

Compliments, suggestions and complaints

We will always deal with your feedback openly and fairly and use it to improve our services where possible. We ensure all staff involved in the service are aware of your feedback.

If you are approaching us for a service for the first time (for example, if you are reporting a faulty street light or a pot hole etc.), then this policy does not apply and it is not treated as a complaint.

This will be dealt with as a request for service which gives us the opportunity to rectify the problem. However, if you are not happy with our response to your request for service, you can escalate it to a complaint.

What we expect from you

- We believe that all citizens have the right to be heard, understood and respected.
- We expect you to be polite and courteous in your dealings with us.
- We will not tolerate aggressive, unreasonable or abusive behaviour

We are happy to provide this document in alternative formats and languages. Let us know your requirements and we will do our very best to meet your need.

Customer feedback policy – Your voice

Is there a time limit for making a complaint?

Please inform us of concerns as soon as possible. We will only investigate your concerns if you tell us about them within six months of any event / incident that you wish to complain about.

Will my complaint be confidential?

We will keep the information you provide safe and confidential and we will use it in line with the Data Protection Act 2018. The Act regulates the way we can use personal information. We may need to discuss your complaint with members of council staff, but we will not discuss your complaint with, or give information to, another organisation without your consent.

Are all complaints about the council dealt with in this way?

There are some things Your Voice doesn't cover. We will let you know if a different process will be used, who you can contact and what to expect.

This policy does not cover the following types of complaint:

- School complaints – contact the school directly. [Find school details on our website.](#)
- Social service complaints – contact social services complaints on 0800 032 1099 or email ssdcomments@denbighshire.gov.uk

Do you need help to make your complaint?

Our staff can help you make your concerns known to us. If you require further assistance, we will try to put you in touch with someone who can help. Below is a list of services that are available to support you.

1. **Citizens Advice** offers confidential advice and support on a wide range of topics via the [Citizens advice website](#) or through telephoning 03444 77 20 20.
2. **Older People's Commissioner for Wales** provides help and support to protect the rights of older people in Wales. Visit the [Older people's commissioner for Wales website](#) or telephone 03442 640670.

Customer feedback policy – Your voice

3. **Welsh Language Commissioner** provides advice and support about issues with the use of Welsh language. [Welsh language commissioner's website](#). Telephone number 0345 6033 221.
4. **Shelter Cymru** provide help and advice for people with housing needs in Wales via the [Shelter Cymru website](#) or telephone 0345 075 5005.
5. **Meic Cymru** Helpline for Children and Young People in Wales. Visit the [Meic Cymru website](#) or telephone 080880 23456.
6. **Children's Commissioner for Wales** advises children, young people and those who care for them if they think they've been treated unfairly. You can contact them through the [Children's Commissioner for Wales website](#) or by telephoning 0808 801 1000.

How we deal with complaints

- We will normally respond to your complaint in the same way that you contact us, but if you want us to respond in a different way please let us know.
- If you are making a complaint on behalf of someone else, we may require their consent to allow us to process it.
- We know that making a complaint can sometimes be difficult. If you do make a complaint, we will not treat you negatively as a result. If you choose not to give us your name when you complain, we will deal with your complaint in line with this policy, but we will not be able to contact you with our findings.
- We will deal with your complaint in an open and honest way, starting at:

Stage 1 Informal

If possible, it is best to deal with things straight away rather than try to sort them out later.

If you have a concern, please tell the person you're dealing with and they will try to resolve it with you there and then.

If you feel you need to complain to a different member of staff, or a more senior officer, there is less chance of the complaint being resolved immediately, as they will need time to investigate.

Customer feedback policy – Your voice

If you raise your complaint with a member of staff but it can't be answered straight away or within a short period of time, it will be referred to a member of staff from the service who will investigate. You will be told if this is the case and what will happen next.

We will try to resolve your complaint within **10** working days. If we require additional time we will contact you to let you know why and when we plan to respond to you.

Stage 1 Outcome

We may discuss a simple solution to your complaint & ask if you are happy to accept this.

If we find that we did something wrong which led to your complaint, we will apologise and tell you why we think this happened. We will tell you what we plan to do now to resolve any issues and how we will stop it happening again.

If you are happy with your stage 1 response we will record your complaint as dealt with.

If you are unhappy with the stage 1 response you can escalate your complaint to stage 2. Please contact us within 28 days of receiving your stage 1 response. We will ask a different member of staff to investigate the issues.

***Stage 2 Formal**

This step of the process requires a more detailed investigation which can take up to 20 working days. If we require additional time we will contact you to let you know why and when we plan to respond to you.

When the investigation is completed we will contact you with our findings and let you know what actions we plan to take.

This is the final stage of our complaints process. If we are unable to resolve your complaint you may wish to contact the Public Services Ombudsman for Wales.

*Complaints of a complex or serious nature may be considered at stage 2 from the outset.

Customer feedback policy – Your voice

Public Services Ombudsman for Wales

The Ombudsman works outside of government bodies like the council, and can look into your complaint if you believe that you:

- have been treated unfairly;
- received a bad service through some failure on our part; or
- have been personally disadvantaged.

The Ombudsman expects you to raise your concerns with us first and to give us a chance to put things right, before you involve the Ombudsman.

Ombudsman contact details

- Phone on 0300 790 0203
- Email via ask@ombudsman.wales.org.uk
- Write to Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
- Submit an enquiry via [their website](#)