

Formal Complaints

Easy Read Policy

How to tell us you are unhappy with our service and what we will do.

About our Policy

We are Tewkesbury Borough Council. We always try to give you the best service.

But we know that sometimes things can go wrong. You might not be happy with the service you get from us.

If this happens, you can make a **formal complaint**. This is when you tell us you are not happy.

If you complain to us, we will follow the rules in this **policy**. A policy is a set of rules about how to do things.

We are committed to handling all complaints openly and in line with our Council Plan values of being open and honest, respectful and inclusive.



Things you can complain about using this policy

We run lots of different services for people living in and visiting Tewkesbury Borough.

We have different ways you can complain about different services.

You can use this policy if:

- We have not responded to a service request.
- We have failed to deliver a service to you
- The service we delivered did not meet your expectations.

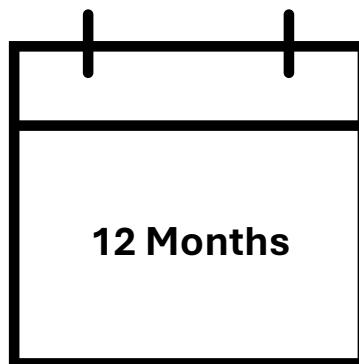


Who can complain

You can complain to us yourself or you can ask someone to complain for you.

If someone else complains for you, you must let the person know you are happy for them to do this.

You should usually complain to us within **12 months of a problem happening**.



How to complain

There are different ways you can complain.

- **Online:** <https://tewkesbury-central.oncreate.app/w/webpage/welcome>

- **By email:** Customer.services@tewkesbury.gov.uk

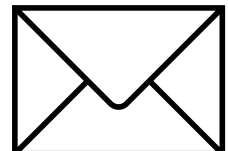
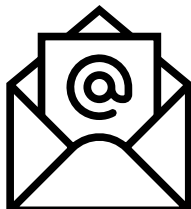
- **By phone:** 01684 295010

- **In person by coming to:**

Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT

- **By letter, by sending it to:**

Complaints
Tewkesbury Borough Council
Public Services Centre
Gloucester Road
Tewkesbury
GL20 5TT



What we will do

There are **2 stages** to a formal complaint.

Stage 1

We will send your complaint to the manager of the service you are complaining about and ask them to look more closely at what has happened.

We will get in touch within 5 working days to let you know that we have your complaint.

Working days means the days we are open.

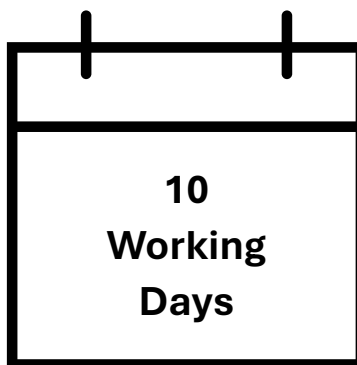
We will let you know the name and the job title of the person who will be looking at your complaint.

This person might need to ask you some more questions.

They will then send our response to you within **10 working days**.

If we need more time to look at your complaint we will let you know and tell you why.

They will tell you what they found out and what the service will do about it.



Stage 2

If you are not happy with what we said at the end of stage 1, you can ask to move to stage 2.

To move to stage 2, you need to contact our complaints team by using the channels above on page 5.

For us to look at your complaint again you need to:

- ask us within 1 month of getting an answer to Stage 1. If it is longer than 1 month, please tell us why.

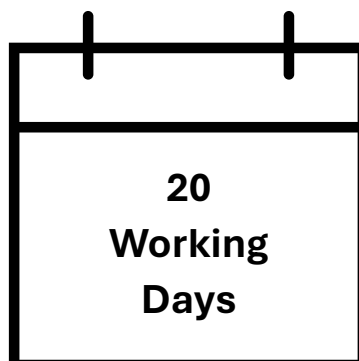
We will get in touch within 5 working days to tell you we are relooking at your complaint.

We will give your complaint to someone that has not been involved in the stage 1 response.

They will then send their response to you within **20 working days** to tell you:

- what we found out
and
- what we will do about your complaint

If we need more time to look at your complaint we will let you know and tell you why.



Putting things right

If we have made a mistake, we will say sorry.

We will sort out the mistake in the time we said we would.

We will take action where we can, to make sure the problem doesn't happen again.

Ombudsman

If you are still not happy after stage 2, you can ask the Local Government and Social Care Ombudsman to look into your complaint.

The ombudsman will look at how we dealt with your complaint. They will check we have:

- looked at your complaint properly and fairly
- done the best we can to help you with your complaint.

We will tell you how you can contact the ombudsman within the responses to your stage 2 complaint.

How we will treat you

When you complain, we will:

- Try to sort the problem as quickly as we can.
- treat you fairly
- learn from things we have got wrong

How you should treat us

When you complaint, please:

- Treat us with respect
- Do not shout at us or threaten us
- Do not get in touch with us too much before we have finished looking at your complaint.

Keeping your information safe

To look at your complaint we need to know some personal information about you.

Things like:

- your name, email address and address
- information about your complaint

We will keep your information confidential. This means only people who work for us will see it.

When a complaint is finished, we will keep the information about the complaint for 6 years.