

Have your say ...

compliments,
comments,
concerns and
complaints

We welcome feedback and we use it, where possible, to help us improve future council services.

We want to hear from you when you think we have done a decent job but also when you feel we could have done better. You can be assured that you will be:

- Listened to.
- Treated honestly, fairly, and politely.
- Given help and advice as quickly as we can.
- Your individual needs and right to privacy will be respected.
- Kept informed about what is happening.

Every assistance will be given for those with specialist needs (e.g. interpreting services) to accommodate all those who may wish to raise a concern. All complainants will be treated fairly, regardless of race, age, gender, disability, sexual orientation, or religious views.

You have the option to provide us with a compliment, comment, concern, or complaint – and an explanation for what each of these are, now follows:



Compliments

A compliment is a polite expression of praise or admiration for a service received. A compliment could be about a person, a team, a service, a single event, or a chain of circumstances that made your experience a positive one.

If you would like to submit a compliment, visit our online [self-service portal](#) using the 'Give us your views' tab.



Comments

A comment is a verbal or written remark expressing an opinion or reaction about a standard of service, policy or decision made by Tewkesbury Borough Council. You will receive an automatic reply to let you know we have received your comment within five working days, but you may not receive a response from us unless you tick the box requesting one.

If you would like to submit a comment, visit our online [self-service portal](#) using the 'Give us your views' tab.



Concerns

Raising a concern allows you tell us about something which is bothering you, but you don't feel it needs to go down our more formal complaints procedure route. This might be something that you need further advice or information on – concerns are sent directly to the service area your concern is relating to so they can investigate it as quickly as possible. There isn't a specific response time set, but we do aim to respond to all concerns within five working days.

An example of a concern is if your bin has been missed on more than one occasion.

When a concern is raised, if it needs investigating to resolve the issue, we will let you know this and provide an appropriate timescale.

If you would like to submit a concern, visit our online [self-service portal](#) using the 'Give us your views' tab.



Complaints

A formal complaint is an expression of dissatisfaction that requires a formal response about the standards of service, actions, or lack of action, by the council or our staff. For example, where:

- We have not responded to a service request or we have failed to deliver a service to you.
- The service we delivered did not meet your expectation.
- You were treated in an unprofessional manner.

All formal complaints are dealt with in accordance with our formal complaints policy ([insert link to policy](#)).

You will receive a response within 20 working days of when your complaint is acknowledged. If you have gone through our complaints process but are still not satisfied, you have the option to contact the Local Government Ombudsman.

If you would like to submit a formal complaint, visit our online [self-service portal](#) using the 'Give us your views' tab.

