



The role of the Local Ombudsman

It is the Council's policy to settle complaints locally wherever possible and to find a solution that is satisfactory for you.

However, if you think you have been treated unfairly you can ask the Local Government Ombudsman to investigate your complaint.

More information on the Ombudsman's role is available from the Council, libraries and citizens' advice bureaux.

You can write to the Ombudsman at:

The Oaks
Westwood Way
Westwood Business Park
Coventry CV4 8JB
Tel: 01203 695999
Fax: 01203 695902

The Ombudsman will not investigate a complaint until we have had a chance to answer it.

We welcome this opportunity to see if we can resolve your complaint to your satisfaction.



Our aims are to:

- **listen** to your point of view
- deal with your complaint promptly
- investigate fairly
- deal with your complaint in a confidential manner (if possible)
- explain what can be done and when
- apologise where this is appropriate
- **learn** from our mistakes
- continually **improve** our service to you



Unhappy with the Council?



Harborough District Council is fully committed to providing effective, efficient and fair services

We care about what we do and we are constantly looking for ways to improve. We want to provide you with the best service possible.

If you feel that you have received poor service then we would like to know. We want the opportunity to put matters right.

What is a complaint?

It is when you tell us that you are not happy with -

- our standards of service
- our failure to do something that we had agreed the Council would do
- the way you have been treated

1 At the start

If you are unhappy about the service you have received please tell the person with whom you have been dealing. You should keep a note of their name for future reference. You will normally receive a response within 7 days.

If you prefer you can authorise someone else to complain on your behalf - for example your local councillor. If you are unsure who this person is, we can tell you.

The staff at the local Citizens' Advice Bureau are also a source of help and support.

2 Taking your complaint further

We will aim to sort out your complaint at the start. If we haven't, please let us know.

To help us to help you take your complaint further we will need to know some basic details. It helps if you can tell us:

- 1 Your name, address and telephone number
- 2 The name of the person and the service the complaint is about
- 3 Details of your complaint:
 - when you first made the complaint,
 - who was dealing with it,
 - why you are unhappy with the outcome,
 - what you feel we have done wrong,
 - what you would like to see to put matters right,
 - copies of any correspondence relating to the complaint

Your complaint need not be in writing.

A senior manager will investigate. This person will try to resolve your complaint within 28 days, if possible.

3 Still not satisfied?

The next step is to ask for your complaint to be reviewed by the Chief Executive.

This person is independent of the service subject to your complaint and will make a thorough investigation.

A reply will normally be made within 28 days.

If it is appropriate to put things right this will be done at the earliest possible opportunity.

The Council's contact details:

**Harborough District Council
Council Offices
Adam & Eve Street
Market Harborough
Leicestershire LE16 7AG**

Telephone: 01858 82 82 82

Fax: 01858 821001

**EMail:
customer.services@harborough.gov.uk**

**Website:
www.harborough.gov.uk**