

Tell us, we are listening

Complaints, compliments & comments



Revised February 2014



Tell us, we are listening

Complaints process

At Croydon we aim to offer the best service possible. However, there may be times when we do not get things right and we would like you to tell us about it so that we can resolve your concerns as quickly as possible. We welcome your comments and if you want to complain, we will use your feedback to continually improve our performance and the services we provide.

When to complain

If you are dissatisfied with the council's action, or lack of action, or about the standard of service - whether the action was taken by the council itself, or by a person acting on behalf of the council - then you have the right to complain.

You can make a complaint on behalf of yourself, a relative or another individual/group either on the phone, face to face, in writing, by email or whichever way is best for you.

Complaints should be made to the Council within 12 months from when a customer feels that something has gone wrong. If it is longer the Council may ask customers to explain why they could not complain sooner.

The complaints process - Stage 1

Once your complaint is received, the relevant department will aim to deal with it as quickly as possible. If they cannot resolve your complaint on the spot, they will aim to do so within five working days. However, where the complaint is more complicated, it will be acknowledged and responded to in full within 20 working days. If the complaint takes longer than 20 working days to resolve, the investigating officer will keep you updated on its progress.

you can
contact us on
the phone,
face to face,
in writing, or
by email.

How to make a Stage 1 complaint

- Visit **www.croydon.gov.uk** and follow the links online
- Contact the council in writing or visit us in person
- Fill in the complaint form enclosed with this booklet
- Telephone our customer contact centre and select the service your complaint relates to:

Complaints, compliments & comments



Housing 020 8726 6100. For complaints relating to council tenancy is: options and private sector housing enquiries.

Environmental reporting 020 8726 6200. For complaints about services relating to pests, dead animals, litter, dog mess, leaves, graffiti, noise, missed rubbish collections and fly-tipping, bulky waste collections, trade waste and recycling.

Registration services 020 8726 6300. For complaints relating to registering births, marriages and deaths, Croydon's crematorium and cemeteries, citizenship ceremonies and election matters.

Children services & education 020 8726 6400. For complaints about education (for services which fall outside a statutory appeals process) and children's social care (which follow a separate complaints procedure) including children's social work, leaving care services and fostering & adoption.

There is a separate procedure for school complaints – please see the authority's guidance by looking at the following link: www.croydon.gov.uk/contents/departments/education/pdf/yourconcerns.pdf or ask your child's school for a copy of their complaint procedure.

Quite often the Council is contacted in relation to concerns/complaints about colleges within the borough. The Council has no jurisdiction over colleges or further education. Each college will publish their own complaint procedure and you should contact the college directly.

Adult social care 020 8726 6500. For complaints about adult social care (which follow a separate complaints procedure) including learning disabilities, older peoples' services, financial assessments, hospital discharge, occupational therapy, drug & alcohol services, physical disabilities and adult care commissioning.

Complaints about domiciliary care (home care) should be raised with the care provider in the first instance. Please contact our brokerage service on **020 8726 6500** for assistance if you do not have the telephone number of your care provider.

Complaints about residential care should be raised with the care/nursing home management in the first instance as complaints about residential care follow a separate complaints procedure. Please contact the Care Quality Commission on **03000 616161** for information about the complaints procedure for residential care.



Tell us, we are listening

Complaints about mental health services should be directed to the South London & Maudsley NHS Foundation Trust (SLaM) at Complaints Department, Maudsley Hospital, Denmark Hill. London SE5 8AZ. Tel: **020 3228 2444/2499**.

Email: **complaints@slam.nhs.uk**

Social services for adults and children 020 8726 5600.

For complaints relating to children's social work, leaving care services, fostering & adoption, residential care, homecare, drug and alcohol services, mental health service, learning disabilities, older peoples' services, occupational therapy and physical disabilities. There is a separate complaint form for complaints about adult care.

Business advice and council partners 020 8726 6600.

For complaints relating to business services (for complaints about business rates call **020 8667 8385**).

Life in the community 020 8726 6700. For complaints relating to consumer issues, health and safety, crime and disorder, antisocial behaviour and harassment.

Planning and building control 020 8726 6800.

For complaints that fall outside the statutory planning appeals process.

Leisure and continuing education 020 8726 6900.

For complaints relating to libraries, parks, sports and leisure centres, leisure events, adult learning and training (CALAT), and further education.

Streets and transport 020 8726 7100. For complaints relating to street lighting and street cleaning, road damage and road safety, obstructing trees, abandoned vehicles and parking issues.

Revenues and benefits 020 8726 7000. For complaints relating to housing and council tax benefits, council tax payments, business rates and other benefits.

Visit www.croydon.gov.uk and follow the links online

Contact the council in writing or visit us in person

Telephone our customer contact centre and select the service your complaint relates to

Complaints, compliments & comments



or write to us at:

Complaint Resolution Team
Croydon Council, Floor 7 – Zone C
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

or email us at: complaints@croydon.gov.uk

We will pass your complaint to the relevant department to investigate.

Stage 2

If you remain dissatisfied with our response to your complaint, you can ask for it to be reviewed again under Stage 2 of the council's Corporate Complaints Procedure.

Please note: for a Stage 2 complaint, it would be helpful if you let us know the reasons why you feel that your Stage 1 complaint is unresolved. For your complaint to be considered you will need to contact the Complaint Resolution Team explaining clearly why you feel your complaint has not been investigated properly, or provide details of any new significant information or evidence that may alter the decision made.

All Stage 2 complaints will be reviewed independently by the Complaint Resolution Team on behalf of the chief executive. We will acknowledge your Stage 2 complaint within three working days and respond in full within 20 working days. If a complaint is complicated, it may take longer to resolve, but the officer responsible for the investigation will keep you updated on its progress. All Stage 2 complaints will be signed off by the chief executive or a nominated deputy.

How to make a Stage 2 complaint

- Visit www.croydon.gov.uk and follow the links online
- Contact the council in writing or visit us in person
- Fill in the complaint form enclosed with this booklet
- Telephone the Complaint Resolution Team on:

020 8726 6000 ext 61480



Tell us, we are listening

or write to us at:

Complaint Resolution Team
Croydon Council, Floor 7 – Zone C
Bernard Weatherill House, 8 Mint Walk
Croydon CR0 1EA

or email us at: complaints@croydon.gov.uk

Next steps

We hope we can resolve all your complaints. However, should you remain dissatisfied after Stage 2, you can contact the Local Government Ombudsman or the Housing Ombudsman.

The Local Government Ombudsman (LGO) is an independent service organisation which investigates complaints against councils (excluding landlord/tenant functions). The Housing Ombudsman Service (HOS) is an independent organisation which investigates complaints relating to tenant and leaseholder matters and landlord functions.

Generally the Local Government Ombudsman will only consider your complaint if you have been through both stages of the local authority complaints procedure.

The contact details are as follows:

Local Government Ombudsman
PO Box 4771,
Coventry CV4 0EH
0300 061 0614
www.lgo.org.uk

Housing Ombudsman Service
81 Aldwych
London WC2B 4HN
0300 111 3000
www.housing-ombudsman.org.uk



Fill in the complaint form enclosed in the pack

The text of this leaflet is available in **large print**, Braille, on tape and in the following languages:

یہ فلڈیٹ اردوز بان میں دستیاب ہے۔ اردو میں اس کا ترجمہ منگوانے کے لئے برائے مہربانی انگریزی بول سکنے والے کسی شخص سے
اس نمبر پر فون کروائیے 020 8726 6000

URDU

ਇਹ ਪਰਚਾ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲਦਾ ਹੈ। ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਤੋਂ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਵਾਕੇ ਇਹ ਪਰਚਾ ਤੁਸੀਂ
ਮੰਗਵਾ ਸਕਦੇ ਹੋ: 020 8726 6000

PUNJABI

WARAAQDAN OO AF SOOMAALI KU QORAN BAAD HELIKARTAA. FADLAN, QOF
AF INGIRIISI GARANAYA KA CODSO IN UU WACO TELEEFONKAN
020 8726 6000 SI AAD U CODSATO WARAAQDAN OO AF SOOMAALI
LAGU TURJUMAY.

SOMALI

Ce dépliant est aussi disponible en français. Veuillez demander à une
personne qui parle anglais de téléphoner au 020 8726 6000
pour demander une traduction de ce dépliant.

FRENCH

இந்த பிரசாரம் தமிழ் மொழியிலும் கிடைக்கும். தயவுசெய்து ஆங்கிலம் பேசத்
தெரிந்த ஒருவர் மூலம் 020 8726 6000 எனும் தொலைபேசி இலக்கத்தில்
இந்த பிரசாரத்தின் ஒரு தமிழ்ப் பிரதியைக் கேட்கவும்.

TAMIL

BU BROŞÜR TÜRKÇE OLARAK MEVCUTTUR. BU TERCÜMEDEN
EDİNMEK İÇİN, LÜTFEN İNGİLİZCE KONUŞAN BİR KİŞİDEN 020 8726 6000
DAHİLİ NUMARALI TELEFONU ARAMASINI İSTEYİNİZ.

TURKISH

**For copies, ask at the Access Croydon reception in Bernard Weatherill
House or ring the customer contact centre on 020 8726 6000.**

 /ilovecroydon

 @yourcroydon