

# Customer Complaints and Compliments



*Have your say!*

## customer complaints and compliments



Wychavon District Council provides a wide range of services to its 100,000 residents and whilst we aim to maintain the highest standards there will be times when our service does not meet your expectations.

If you are unhappy about the service we have provided because: -

- ✍ a member of staff was rude to you,
- ✍ the Council has broken a promise,
- ✍ you received a poor quality service, or
- ✍ you did not receive a service at all,

you can make a complaint, it will be investigated and where possible we will put things right.

There will be some complaints that we cannot take action on, for example you may wish to complain about a Council policy or decision such as the level of Council Tax you have to pay or a decision made at Planning Committee. However, the Council will respond quickly to explain the reasons for any policy or decision.

Alternatively, if you are very happy with the service provided you might want to tell us in order that we can ensure that good service is recognised.

## making a complaint



If you wish to make a complaint you should complete the form included in this leaflet.

There are many organisations providing public services within the area and over-leaf is a list of some of the services Wychavon District Council provides. If we receive a complaint that relates to a service not provided by Wychavon your complaint will be passed to the appropriate organisation.

## What Wychavon District Council are responsible for -

- A** Abandoned Vehicles  
Air Pollution  
Animal Boarding Licences  
Arts Development
- B** Benefits  
Best Value  
Building Control  
Business Rates
- C** Car Parking (Off Street and On Street)  
CCTV  
Charity Collections  
Civic Centre Bookings  
Community Grants  
Community Safety  
Concessionary Fares  
Conservation  
Contaminated Land  
Council Tax
- D** Dangerous Structures  
Demolitions  
Development Control  
Dog Warden  
Dog Fouling/Barking
- E** Economic Development  
Elections  
Electoral Registration  
Emergency Planning  
Energy Efficiency  
Environmental Health
- F** Flooding Alleviation and Advice  
Fly Posting/Tipping  
Food Safety and Hygiene
- G** Grass Cutting
- H** Hackney Carriages Licences  
Homelessness  
Housing Advice  
Housing Grants - Renovation, Disabled Facilities, Home Repair Assistance etc.  
Housing Register
- I** Infectious Disease Control
- L** Land Charges  
Land Drainage - Advice and Enforcement  
Landscape/Forestry
- Leisure Services  
Licensing  
Lifeline - Worcestershire Careline  
Listed Buildings  
Local Agenda 21  
Local Plans  
Lottery Permits (Raffles)
- M** Money and Welfare advice
- N** Noise Nuisance
- O** Offensive Odours
- P** Parks and Open Spaces  
Pest Control  
Planning  
Planning Enforcement  
Planning Policy  
Poop Scoop Bins  
Property and Land  
Property Standards  
Public Entertainment Licences  
Public Toilets
- R** Recycling  
Refuse Collection  
Renovation Grants
- S** Social Housing Development  
Sports Development  
Street Cleaning  
Street Collections  
Street Names and Numbering  
Sustainability
- T** Taxi Licences  
Tourism  
Town Centres  
Transportation Policy  
Trees/Hedges  
Tree Preservation
- W** Welfare Rights  
Water Pollution

# customer complaints & compliments form



**Name**

**Address**

*(including postcode)*

**Contact Tel. No.**

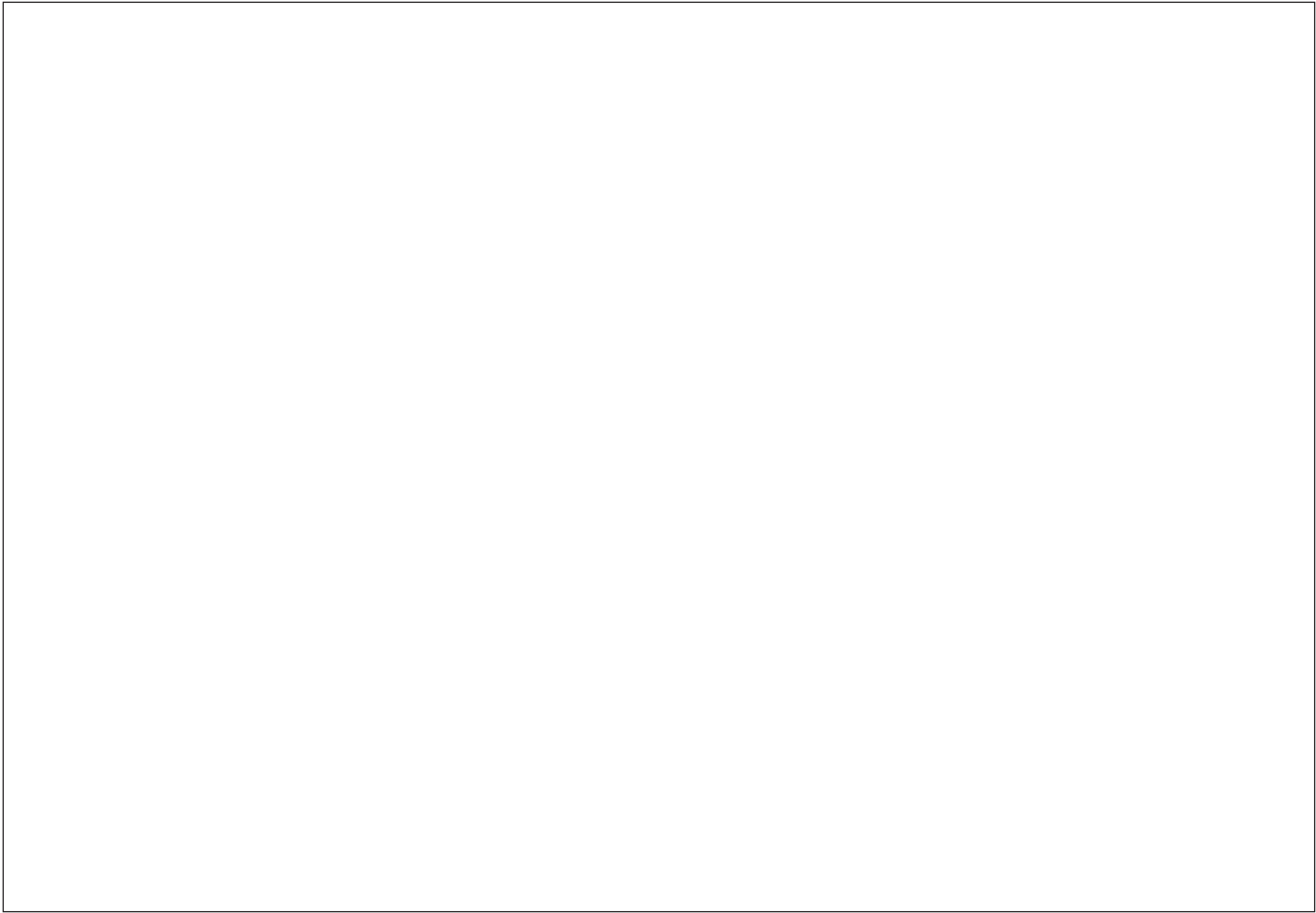
**Date of Incident**

**Location**

**Department/Section**

**Staff involved**

**Details** *(Please give as much information as possible and continue overleaf if necessary)*



**Fold C (tuck into B)**

FREEPOST  
No stamp  
required

DEMOCRATIC SERVICES  
WYCHAVON DISTRICT COUNCIL,  
FREEPOST SWC2753  
PO BOX 26  
PERSHORE  
WR10 1ZD

**Fold A**

**Fold B**

## need help?

If you need help to complete the form, or if you wish to discuss your complaint, staff at the following offices will be happy to help.

### **PERSHORE**

Civic Centre  
Queen Elizabeth Drive  
Persore, Worcs.  
WR10 1PT  
Tel: 01386 565000

### **EVESHAM COMMUNITY CONTACT CENTRE**

Abbey Road, Evesham  
Worcs. WR11 4SB  
Tel: 01386 443322

### **DROITWICH COMMUNITY CONTACT CENTRE**

Droitwich Spa  
Worcs. WR9 8ES  
Tel: 01905 794272

Once you have completed the form, giving as much detail as possible, please return it to the freepost address provided on the form. Take care when folding the form to ensure that the Freepost address is clearly visible.

Alternatively you can fax your completed form to 01386 561091 or email details of your complaint to:

**[service@wychavon.gov.uk](mailto:service@wychavon.gov.uk)**

## what happens next?

Within two working days of receiving your form we will acknowledge it either in writing or by email. We will then investigate your complaint and will write to you within fifteen working days to advise you of the result of that investigation and of any action the Council will be taking.

Some more complex complaints will take longer to investigate but where this is the case you will be advised in writing of the reason for any delay.

### **Still not satisfied?**

If, after having had your complaint investigated you are still not satisfied there are a number of steps you can take. You can: -

- ✉ Contact your District Councillor,
- ✉ Contact your Member of Parliament
- ✉ Complain to the Local Government Ombudsman

Please contact one of the Council One Stop Shops detailed above for further information.

## complimenting a service, department or staff



If you have received particularly good service we would like to hear about it. We are constantly reviewing our services to ensure continuous improvement and need to hear about what works well. Compliments are forwarded to the section or member of staff concerned and are also reported to senior management and Members of the Council.

To make a compliment please complete the form included in this leaflet.

For further information please contact one of the offices detailed above or contact the Democratic Services Manager, Civic Centre, Queen Elizabeth Drive, Pershore, Worcs. WR10 1PT. Tel: (01386) 565438.

