



West Lancashire Borough Council

Comments, Compliments and Complaints

The Council is always looking to improve services and you can help us do this by contacting the relevant Service Manager with any comments, compliments or complaints.

Comments?

Comments on how services might be improved to better meet the needs of customers are always welcome. If you want to offer any comments on a Council service please contact the relevant Service Manager.

Compliments?

Everyone likes to receive compliments and Council officers are no exception. More importantly, compliments can help us to identify what our customers value and can highlight good practice. If you believe you have received good service from the Council our Service Managers will be pleased to hear from you.

Complaints?

We always try to get things right but there may be occasions when customers have cause for complaint. Such complaints can serve to highlight areas where services could be improved.

The Council defines a complaint as an expression of dissatisfaction about the standard of service, actions or lack of action taken by the Council, or a person or body acting on behalf of the Council, affecting an individual or group of customers.

The Council has procedures in place to ensure that complaints are thoroughly investigated and, where possible, resolved.

The Complaints Procedure

Stage 1- Speak to the Service Manager

If you have a complaint you should first speak to the relevant Service Manager and explain your problem so that we can try to put this right for you.

Please note that the following will not usually be treated as complaints:

- Requests for a service e.g. reporting a housing repair
- Requests for information or an explanation of Council policy or practice
- Matters for which there is a right of appeal or a more appropriate or prescribed legal remedy
- Complaints about the conduct of Councillors, which should be reported to the Monitoring Officer - Managing Director (People and Places)
- Complaints about decisions, in respect of licences, permits, approvals, consents, permissions or registrations or any related enforcement actions.

Stage 2 – Submit a formal complaint to the Complaints Co-ordinator

If, after speaking to the Service Manager, your complaint remains unresolved, you can either:

- Submit an online complaints form
- Send a letter, email or a downloaded paper complaints form (complaints forms are also available from Customer Services and Service Managers) to the relevant Complaints Co-ordinator setting out your complaint
- Contact Customer Services on 01695 577177 who will complete a complaints form with you over the phone

The Service Manager will investigate your complaint and will aim to respond within 10 working days.

Stage 3 – Refer your formal complaint to the Head of Service

If your complaint remains unresolved, you can ask the Head of Service to review your complaint. Please explain the reasons why you remain dissatisfied. The Head of Service will aim to respond within 10 working days.

Stage 4 – Ask the Managing Directors for a final review

If you believe your complaint remains unresolved, then the final stage of the complaints procedure is a review by one of the Managing Directors. Please explain fully why you believe your complaint remains unresolved. The relevant Managing Director will aim to respond within 10 working days.

Following the review by a Managing Director, if you still believe your complaint remains unresolved, you can refer the matter to the relevant Ombudsman. The Managing Director that reviewed your complaint will write to you advising how you can do this.

For more information please contact Customer Services via email customer.services@westlancs.gov.uk or by calling 01695 577177

What do you want us to do to put it right?	
Which officers have you contacted about this matter?	
If you have any documents to support your complaint, for example letters, they can be sent with this form. Please tick the box if you would like them returned to you. (You may prefer to send photocopies)	
To be signed by the person making the complaint	
Signed	Date

Equality monitoring: Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
Gender:		Female	Male	Not given		
Disability: (mark one only)	None	Blind/ partially sighted	Dyslexia	Needs personal care/support	Multiple disabilities	Registered
	Wheelchair user	Deaf/ hearing impaired	Mental health difficulty	Unseen disability	Other disability	Not registered
Age:	30 or under	31 to 50	51 to 60	61 to 70	71 or over	
Ethnic origin:	White	White British		White Irish		Other white
	Mixed	White and black Caribbean		White and black African		White and Asian
		Any other mixed background				
	Asian or Asian British	Indian	Pakistani	Bangladeshi	Other Asian	
	Black or Black British	Black Caribbean	Black African	Other Black		
	Other Ethnic	Chinese	Other ethnic category			



West Lancashire Borough Council

Complaints Co-ordinators

Borough Solicitor

Complaints Co-ordinator

Sylvia Smith

Senior Admin & Electoral Services Officer

sylvia.smith@westlancs.gov.uk

Responsible for:

Admin & Electoral Services

Civic Services

Legal Services

Land Charges

Member Development

Member Services

Procurement

Borough Treasurer

Complaints Co-ordinator

Natasha Bryan

Risk & Performance Officer

natasha.bryan@westlancs.gov.uk

Responsible for:

Accountancy Management

Audit

Insurance

Risk Management

Treasury

Community Services

Complaints Co-ordinator

Lindsay Mulhaney

Admin Team Leader

lindsay.mulhaney@westlancs.gov.uk

Responsible for:

Commercial Safety

Community Safety

Dog Control

Environmental Protection

Home Care Link

Leisure, Arts & Culture services

Off Street Parking

Ormskirk Market

Private Sector Housing & Homelessness

Public Protection & Licensing

Technical Services

Housing & Regeneration

Complaints Co-ordinator

Peter Morrison

Performance & Project Manager

peter.morrison@westlancs.gov.uk

Responsible for:

Management of Council Estates

Furnished Tenancies

Council Garages

Housing Allocations

Housing Strategy

Maintenance of council buildings

Maintenance of the Council's housing stock

Rent & Money Advice

Right to Buy

Sheltered Housing

Tenant Involvement

Management of the Council's Assets

Business Advice

Economic Development

Estates & Valuation

Management of the Council's Commercial

Housing & Regeneration continued.

Revenues and Benefits Service

Complaints Co-ordinator

Ian Wright

Team Leader Customer Access

ian.wright@oneconnectlimited.co.uk

Planning Services

Complaints Co-ordinator

Helen Rafferty

Research Officer

helen.rafferty@westlancs.gov.uk

Street Scene

Complaints Co-ordinator

Philip Samosa

Support Manager

philip.samosa@westlancs.gov.uk

Transformation

Complaints Co-ordinator

Lynn Isherwood

Assistant Customer Services Manager

lynn.isherwood@westlancs.gov.uk

Property Portfolio

Regeneration

Tourism

Responsible for:

Council Tax

Housing & Council Tax Benefits

National Non Domestic Rates

Revenue & Payments

Responsible for:

Building Control

Development Management

Heritage & Conservation

Planning Enforcement

Planning Policy

Street name & numbering

Trees & Landscaping

Responsible for:

Bulky Household Waste Collections

Cemeteries

Grounds Maintenance

Refuse & Recycling Collections

Street Cleansing including fly tipping

Trade Waste Collections

Responsible for:

Communication & Consultation

Customer Services

Human Resources

Organisational Re-engineering

Partnership & Performance