



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 or write to the Service Manager

If you have a complaint you should first speak to or write 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 – Borough Solicitor
- Complaints about decisions, in respect of licences, permits, approvals, consents, permissions or registrations or any related enforcement actions.

Stage 2 – Submit a formal complaint

If, after speaking or writing 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

Your complaint will be investigated by the Head of Service who will aim to respond within 10 working days.

Stage 3 – Ask the Chief Executive for a review

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

Following the review by the Chief Executive, if you still believe your complaint remains unresolved, you can refer the matter to the relevant Ombudsman. The Chief Executive 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



When you have filled in this form send it to the relevant complaints co-ordinator (listed below) at: West Lancashire Borough Council, 52 Derby Street, Ormskirk L39 2DF

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West Lancashire Borough Council

Complaints Co-ordinators

Housing & Inclusion Services Complaints Co-ordinators

Pauline Demellweek

Right to Buy and Housing

Administration Manager

housing.complaints@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

Management of the Council's Assets

Private Sector Housing

Homelessness

Home Care Link

Deborah Le Marinel

Assistant Customer Services Manager
(Interim)

Deborah.lemarinel@westlancs.gov.uk

Responsible for:

Communications

Consultation

Partnership & Performance

Customer Services

Digital Strategy/Efficiency Reviews

Customer Engagement

Revenues & Benefits Service Complaints Co-ordinator

Sarah Blackhall

Team Leader – Business Support &
Development

sarah.blackhall@westlancs.gov.uk

Responsible for:

Council Tax

Housing & Council Tax Benefits

National Non Domestic Rates

Revenue & Payments

Development & Regeneration Services

Complaints Co-ordinator

Julie Lacey

Executive Assistant

julie.lacey@westlancs.gov.uk

Responsible for:

Building Control

Development Management

Heritage & Conservation

Planning Enforcement

Planning Policy

Street name & numbering
Trees & Landscaping
Technical Services/Sustainable Drainage
Ormskirk Market/Off Street Parking
Economic Development
Estates and Valuation
Regeneration
Tourism
Business Advice

**Leisure & Environment Services
Complaints Co-ordinators**

Philip Samosa
Deputy Director - Street Scene
philip.samosa@westlancs.gov.uk

Responsible for:

Bulky Household Waste Collections
Cemeteries
Grounds Maintenance
Refuse & Recycling Collections
Street Cleansing including fly tipping
Commercial Waste Collections

Lindsay Mulhaney
Admin Team Leader
lindsay.mulhaney@westlancs.gov.uk

Responsible for:

Commercial Safety
Community Safety
Dog Control
Environmental Protection
Leisure, Arts & Culture
Public Protection & Licensing
Corporate Health and Safety
Emergency Planning

**Legal & Democratic Services
Complaints Co-ordinator**

Mark Leather
Senior Admin & Electoral Services
Officer
mark.leather@westlancs.gov.uk

Responsible for:

Admin & Electoral Services
Civic Services
Legal Services
Land Charges
Member Development
Member Services
Procurement
Executive Assistants/Typing

**Finance & HR Services
Complaints Co-ordinator**

Rebecca Spicer
Insurance and Risk Officer
Rebecca.spicer@westlancs.gov.uk

Responsible for:

Accountancy
Audit
Insurance
Risk Management
Treasury Management
Human Resources
Payroll Client