



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

What do you want us to do to put it right?	
Which officers have you contacted about this matter?	
<p>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)</p>	
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		
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West Lancashire Borough Council

Complaints Co-ordinators

Leisure & Wellbeing 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

Private Sector Housing

Homelessness

Public Protection & Licensing

Corporate Health and Safety

Emergency Planning

Housing & Inclusion Services

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

Transformation

Complaints Co-ordinator

Lynn Isherwood

Assistant Customer Services Manager

lynn.isherwood@westlancs.gov.uk

Responsible for:

Communication & Consultation

Customer Services

Partnership & Performance

Efficiency Reviews

Revenues & Benefits Service
Complaints Co-ordinator
Ian Wright
Team Leader Customer Access
ian.wright@BTLancashire.co.uk

Responsible for:
Council Tax
Housing & Council Tax Benefits
National Non Domestic Rates
Revenue & Payments

Development & Regeneration Services
Complaints Co-ordinator
Liz Steele
Service Support Officer
Liz.steele@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

Street Scene Services
Complaints Co-ordinator
Philip Samosa
Deputy Director of 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

Legal & Democratic Services
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
Executive Assistants/Typing

Finance & HR Services
Complaints Co-ordinator
Rebecca Spicer
Insurance and Risk Management Officer
Rebecca.spicer@westlancs.gov.uk

Responsible for:
Accountancy
Audit
Insurance
Risk Management
Treasury Management
Human Resources

Payroll Client