



## 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 and feedback?

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](mailto:customer.services@westlancs.gov.uk) or by calling 01695 577177



<b>What do you want us to do to put it right?</b>	
<b>Which officers have you contacted about this matter?</b>	
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)	
<b>To be signed by the person making the complaint</b>	
<b>Signed</b>	<b>Date</b>

<b>Equality monitoring:</b> Please complete this section so we can establish if there are issues which disproportionately affect or are specific to particular groups.						
<b>Gender:</b>		Female	Male	Not given		
<b>Disability:</b> (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
<b>Age:</b>	30 or under	31 to 50	51 to 60	61 to 70	71 or over	
<b>Ethnic origin:</b>	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

#### **Leisure & Wellbeing Services**

##### **Complaints Co-ordinator**

Lindsay Mulhaney

Admin Team Leader Secretary to Director of Leisure and Wellbeing

[lindsay.mulhaney@westlancs.gov.uk](mailto:lindsay.mulhaney@westlancs.gov.uk)

##### **Responsible for:**

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

#### **Housing & Inclusion Services**

##### **Complaints Co-ordinators**

Peter Morrison

Service Improvement and Special Projects Manager

[peter.morrison@westlancs.gov.uk](mailto: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  
Management of the Council's Assets

Lynn Isherwood

Assistant Customer Services Manager

[lynn.isherwood@westlancs.gov.uk](mailto:lynn.isherwood@westlancs.gov.uk)

##### **Responsible for:**

Communications  
Customer Services  
Customer Engagement & Consultation  
Partnership & Performance  
Efficiency Reviews  
Home Care Link

**Revenues & Benefits Service**  
**Complaints Co-ordinator**  
Sarah Blackhall  
Team Leader – Business Support &  
Development  
[sarah.blackhall@BTLancashire.co.uk](mailto:sarah.blackhall@BTLancashire.co.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](mailto: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

**Street Scene Services**  
**Complaints Co-ordinator**  
Philip Samosa  
Deputy Director of Street Scene  
[philip.samosa@westlancs.gov.uk](mailto: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**  
Susanne Malmgren  
Senior Admin & Electoral Services Officer  
[susanne.malmgren@westlancs.gov.uk](mailto:susanne.malmgren@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](mailto:Rebecca.spicer@westlancs.gov.uk)

**Responsible for:**  
Accountancy  
Audit  
Insurance  
Risk Management  
Treasury Management  
Human Resources  
Payroll Client