



Community Services


Royal Borough of Kingston upon Thames

Environmental Health

Housing

Social Services

Trading Standards



**Your
Right
to be
Heard**

How to Compliment, Comment or Complain

To help us provide the best possible services...

We need to know when we are doing something right, but more importantly we need to know when we are doing something wrong. We would like you to tell us about services that we provide, or you believe we should provide.



**You
Have
The
Right**

to complain if you are not satisfied with any service you receive or believe you should receive from us. Your complaint does not have to be in writing.

You can talk to a member of staff or contact one of the officer's below:

Karen Fenwick
Senior Customer Services Officer

Tel: 020 8547 4716
Fax: 020 8547 6153
Email: karen.fenwick@rbk.kingston.gov.uk

Katie Goodyear
Children and Youth Participation Officer

Tel: 020 8547 6137
Fax: 020 8547 6599
Email: katie.goodyear@rbk.kingston.gov.uk

Mark Lycett
Members Liaison Officer

Tel: 020 8547 4655
Fax: 020 8547 4666
Email: mark.lycett@rbk.kingston.gov.uk



How Does the Complaints Process Work?

Stage 1... Problem Solving

- Tell a member of staff responsible for providing the service so that they can see if they can solve the problem.
- You should get a response within 10 working days.


If you are not satisfied with the response, or it is felt that the issues are complex and require a formal investigation, then your complaint will be taken to the next stage...

Stage 2... Investigation

- An investigation will be carried out by an officer who is not responsible for the service in question. If your complaint is about services to a child, a person independent of the Council will be included in the investigation and their view will be given to you.
- We aim to complete all investigations within 20 working days.
- If your complaint concerns social services and you are not satisfied with the response, you can ask for your complaint to be taken to the Review stage of the statutory complaints process.
- If your complaint concerns Housing, Environmental Health or Trading Standards, this will be the final stage of the procedure. If you are not satisfied with the reply you get at this stage, you can contact the Local Government Ombudsman who may investigate your case further.

Stage 3... Review

- For most social services complaints the investigation that has been conducted under Stage 2 will be reviewed by a panel of people independent of the council. The panel will recommend a course of action.
- You will receive a response within 20 days of the review meeting.
- If you remain dissatisfied at this stage you can contact the Local Government Ombudsman who may investigate your case further.



**You can use
this form to
Compliment,
Comment or
Complain**

Name _____

Address _____

Postcode _____

Tel No. _____

Email _____

Please use a separate piece of paper if necessary

fold here

BUSINESS REPLY SERVICE
Licence No. KT 644

2



The Director of Community Services
Royal Borough of Kingston Upon Thames
Guildhall
Kingston Upon Thames
Surrey
KT1 1EU

Help in Making a Complaint

Some local organisations may be able to help you. For example, Citizens Advice Bureau, Kingston Racial Equality Council, Kingston Centre for Independent Living, Kingston Advocacy Group, Kingston Voluntary Action.

We will also assist you in any way we can.

For example, you may wish to place your complaint on tape or need help with translation or interpretation. If you need help with any of these or other matters please contact:

Customer Services at Guildhall 1 on...

Tel: 020 8547 6008 (voice & minicom)

Fax: 020 8547 6153

Email: cust.serv@rbk.kingston.gov.uk

Other Ways to Make a Complaint

At any stage, you have the right to contact your **local councillor or your MP. Their telephone numbers are available from the information staff at the Guildhall on 020 8547 5757.**

You also have the right to contact the Local Government Ombudsman, although they will not usually investigate any complaint unless it has already been investigated through the Council's own procedure.

The Local Government Ombudsman

The Oaks No 2

Westwood Way

Westwood Business Park

Coventry

CV4 8JB

Tel: 024 7682 0000

Fax: 024 7682 0001

Email: refer to the website at www.lgo.org.uk

You can get a leaflet about how to contact the Ombudsman from council buildings, including libraries and reception areas, or by telephoning the Information Helpline on 020 8547 5757.