



Do you have a
Compliment, Comment
or Complaint?

Compliments
Comments
Complaints



Welcome...

Shropshire Council is committed to delivering the highest level of service possible for all our customers. However, we realise there may be times when you would like to see improvements.



This leaflet is designed to help you:

- let us know if we have done something well
- make a suggestion on how we can improve a service
- tell us if you are unhappy about a service you have received.

We will use this information to make changes that make a difference to you.



We aim to deal with comments and complaints as quickly and effectively as possible, and we also welcome compliments where we have got things right.

How to make a complaint

If you are unhappy with any aspect of our service, please let us know. Our contact details are contained in this leaflet.

Remember, we cannot resolve an issue if we are not aware of it.

We do not always get things right, and when things go wrong we want to know.

We will then use the information to put things right for the future.

What we will do...

- Send an email or letter within five working days of receiving your complaint to acknowledge that we have received it.
- Pass your complaint to a senior manager in the relevant team, who will respond to you.
- We will respond more fully within:
 - a maximum of six weeks.

When your complaint is a more complex issue, it may take longer, but we will keep you informed.

If the written response does not fully answer your complaint, you can ask for it to be referred to the **Commissioner of the appropriate service** to review. Again, you will be kept informed of progress.

For some services, such as social services, complaints about councillors or insurance claims, there are special procedures. If these apply to your complaint we will let you know.

If you are still unhappy

If you want to take your complaint further,

You can contact the Ombudsman at:
The Local Government Ombudsman
PO Box 4771, Coventry CV4, 0EH

Telephone: 0845 602 1983

Fax: 024 7682 0001

Text 'callback' to 0762 480 4323

You can contact the Ombudsman at any point. However, it is their usual practice not to deal with a complaint themselves until the council's complaints procedure has been completed.

Compliments and comments

Feedback is always welcome, and actively helps us to plan and deliver better services to you. If you compliment us in one area we can use it to ensure that we improve our services in other areas.

It is important for us to know when we are getting things right.

Please contact us by using one of the following methods:

- drop into one of the Customer Service points
- call **0345 678 9000**
- write to:
Feedback and Insight Team
Shropshire Council, Shirehall,
Abbey Foregate, Shrewsbury,
Shropshire, SY2 6ND
- email us at:
Customer.Feedback@shropshire.gov.uk
- complete a form online:
www.shropshire.gov.uk

If you can read this but know someone who can't, please contact us on 0345 678 9000 so we can provide this information in a more suitable format.

Compliments, Comments and Complaints form



Name:

Address:

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Email:

Tel:

Date:

I wish to make the following:



Compliment



Comment



Complaint

If you have spoken to someone at the council and know what team is responsible, please state the person's name and team.

Name:

Team:

Please return form to:

Feedback and Insight Team

Shropshire Council, Shirehall,

Abbey Foregate, Shrewsbury,

Shropshire

SY2 6ND

If you are commenting on a service, please tick box
if you want us to contact you.

Please provide details overleaf and any suggestions you may have.



If you need more space please use a separate sheet.