

Complaint, Comment or Compliment Form

Reason for feedback

Complaint ☐ Comment ☐ Compliment ☐

You want to give feedback on

Service ☐ Venue ☐

Your contact details

First Name

Last Name

Address

Phone Number

Email

How do you want us to contact you?

Email ☐ Letter ☐ Phone ☐

Details of complaint, comment or compliment.

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Continue on a separate sheet if necessary.

Causeway Coast and Glens Borough Council processes personal information in compliance with the Data Protection Act 2018. To learn more, you can review our privacy notice at <http://www.causewaycoastandglens.gov.uk/footer-information/privacy-statement>.



Getting help to make your complaint

You can complain to us directly or appoint a representative to act on your behalf. This could be a friend, relative, person you trust or a voluntary agency.



We are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help you access and use our services. If you have trouble putting your complaint in writing or want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on **028 7034 7034** or email us at **comments@causewaycoastandglens.gov.uk**

COMPLAIN COMMENT COMPLIMENT



Causeway Coast and Glens Borough Council is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services.

If something goes wrong or you are not happy with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

You can find out more about our complaints procedure by logging on to: **www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints/complaints-procedure**



What is a complaint?

We regard a complaint as "an expression of dissatisfaction by one or more members of the public about our action or lack of action, or about the standard of service provided by us or on our behalf.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about; or
- finding out that you have a reason to complain.

How to complain

There are several ways to make a complaint, comment or give a compliment.

ONLINE

- Fill in our complaints, comments form.

www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints



BY EMAIL

Email us:
comments@causewaycoastandglens.gov.uk

BY LETTER

Write to:

**Corporate Support
Causeway Coast and Glens Borough Council
Freepost BEL570
Cloonavin
66 Portstewart Road
COLERAINE
BT52 1EY**

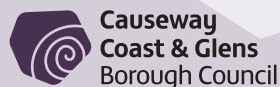
Or complete the form at the back of this leaflet.

BY PHONE

- Call us on **028 7034 7034** and ask to speak to the relevant department.
- Call our Corporate Support office on **028 7034 7196**.

IN PERSON

Face to face in any Council building.



How we will deal with your complaint...

Complaints procedure

You can make your complaint in person, by phone, by email or in writing. We have a two stage complaints procedure. We will always try to deal with your complaint quickly. But if it is clear that the matter will need in-depth investigation, we will talk to you about this and keep you updated on our progress.

STAGE 1

Frontline response

We will always try to respond to your complaint quickly, within 5 working days if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

STAGE 2

Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints at this stage, if following discussion and agreement with you, it is clear that an in-depth investigation is needed. We will acknowledge your complaint within 3 working days. We will confirm the issues of complaint to be investigated and what you want to achieve. We will investigate the complaint and give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

Northern Ireland Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask NIPSO to consider it. NIPSO will assess whether there is evidence of service failure or maladministration not identified by us which requires further investigation. NIPSO will signpost you to alternative independent reviewers and provide contact details (where relevant).