

How to contact us

You can contact us to give us feedback, comments, suggestions or to raise issues.



TELEPHONE

Council's Civic Buildings are open from
9.00am - 5.00pm Monday - Friday ¹

(1 The Ballymoney Office is open 9.00am - 5.00pm
Monday - Thursday and 9.00am - 4.30pm Friday)

Ballycastle 028 2076 2225

Ballymoney 028 2766 0200

Coleraine 028 7034 7034

Limavady 028 7772 2226



SPEAK TO US IN PERSON

Talk to a member of staff at any of our Council venues.



COMPLETE THIS CUSTOMER COMMENT CARD

Complete the comment card and freepost to us or you can leave it in any of our Council venues.



WRITE TO US

Causeway Coast and Glens Borough Council
Civic Headquarters
66 Portstewart Road
Coleraine
BT52 1EY



EMAIL US

Send your comments to
comments@causewaycoastandglens.gov.uk



CONTACT US ONLINE

Use the online customer comment form at
www.causewaycoastandglens.gov.uk
or download this form in pdf format

CUSTOMER COMMENT CARD

**Tell us
what you
think
of our
service**

**Thank you for taking
the time to make
your comments**



**Causeway
Coast & Glens
Borough Council**

Comments, compliments and complaints about our services

We welcome feedback, good or bad, and would like you to give us your views as this will help us improve the services we provide.

If you have a complaint we want to hear it and wherever possible we want to put things right quickly and if there is a problem we want to stop it happening again.

You can use this leaflet to make a comment on something you think we have done well, tell us about a member of staff who has been helpful or who has not provided the service to the standard you would expect and you can let us know about something you think has been done wrong.

We will take your comments and complaints seriously and will find out why our service has failed, explain this to you and try to put things right when we can.

Handling complaints – The three stage process

Stage One

When you make a complaint it will be dealt with by the relevant officer in the department your complaint relates to. If the complaint is not settled immediately, you will receive an acknowledgement within five working days and a reply no later than twenty working days.

Complaints about a member of staff must go directly to the appropriate Manager and not to the person about whom the complaint has been made. Complaints about a Director must be made directly to the Chief Executive.

Stage Two

If you are not satisfied with the response you receive you can take the matter further. Please put your complaint and concerns in writing and the relevant member of the Senior Management Team will investigate. If we cannot deal with your complaint immediately, we will acknowledge your complaint within five working days. You will receive a full reply to your complaint in no later than 20 working days.

Stage Three

If you remain dissatisfied with the response you may ask, in writing, the Chief Executive to review the matter. We will acknowledge your complaint within five working days. We aim to review the matter and reply to you no later than twenty working days.

If you are not satisfied with the Chief Executive's response you may refer your complaint to the Northern Ireland Ombudsman. We will give you all the contact details you need in our final response.

If you let us know your views we will know what we could do better, identify things that are going well and feedback good and bad comments to our staff.

**Your feedback is
always of value to us.**