



*Basingstoke
and Deane*

How to let us know your comments, compliments or complaints about council services



Basingstoke and Deane Borough Council provides a wide range of services for around 160,000 residents and millions of visitors to the borough every year.

We are committed to providing customers with first-rate, value-for-money services. We want to keep improving and, hopefully, exceeding the expectations of our customers. To ensure we are doing this, we welcome feedback, good or bad, about our services.

If you have a complaint, we will investigate it thoroughly and impartially. If you make a comment or have an idea which may help us to improve our services, we will give it full consideration and, if appropriate, put it into practice. If you would like to let us know that we are getting things right, please send us a compliment.

At Basingstoke and Deane Borough Council, we are committed to delivering excellent services and value your compliments, comments or complaints about any of our services.



How to pass on a comment or compliment

Please see 'How to get in touch with the council' on the back page for ways to pass on your views to us.

We appreciate you taking the time to contact us with your feedback.

How to make a complaint

Our procedures ensure we look properly into your complaint and give a considered response.

Step one

Your complaint will be forwarded to the person in charge of the service that you are complaining about to give them the opportunity to put matters right. We will make every effort to ensure that your complaint is resolved to your satisfaction at this stage. How to contact the council is shown on the back page of this leaflet.

Step two

If you are not satisfied with our initial response, please contact the Chief Executive by writing to **Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, RG21 4AH**, by emailing chief.executive@basingstoke.gov.uk or by phoning **01256 845788**.

Step three

In the event you are unhappy with our final response you can contact the Local Government Ombudsman by writing to **PO Box 4771, Coventry, CV4 9EH**, by emailing advice@lgo.org.uk or by phoning **0300 061 0614** or **0845 6021983**.

Our commitment to you

When we receive a complaint we promise to:

- take your concerns seriously and investigate them thoroughly and impartially
- listen attentively and be polite and respectful at all times
- respect your right to privacy and confidentiality
- resolve the matters to the best of our ability and, where appropriate, take steps to prevent it happening again
- provide a full response which is clear and in plain English within 10 working days of receipt of the complaint. Sometimes, due to the complexity of your complaint, we may not be able to meet this timescale. If this happens we will write to you to keep you fully informed of the progress being made.

How to get in touch with the council

Call us

The contact centre: 01256 844844
Minicom/textphone: 01256 845400

Opening times

8.30am to 5.30pm Monday to Thursday and
8.30am to 5pm on Fridays (except bank holidays)

Visit our website

www.basingstoke.gov.uk

Send us an email

customer.service@basingstoke.gov.uk

Send us a fax

01256 845200

Send us a text message

07797 877006

Visit our offices

Basingstoke and Deane Borough Council
Civic Offices, London Road, Basingstoke, RG21 4AH

Opening times

8.30am to 5pm Monday to Thursday and
8.30am to 4.30pm on Fridays (except bank holidays)

Complete the enclosed form and send it to us

Basingstoke and Deane Borough Council
FREEPOST BZ 740
Basingstoke
RG21 4EA

Data Protection: Basingstoke and Deane Borough Council confirms that any data it receives in response to this leaflet will be processed in accordance with the Data Protection Act 1998. To request a copy of the information the council holds about you write to the Data Protection Officer, Basingstoke and Deane Borough Council, Civic Offices, London Road, Basingstoke, RG21 4AH or email dpo@basingstoke.gov.uk

If you find any of our information difficult to read, please let us know. This leaflet is also available in large print. For a copy please call 01256 844844.

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