

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



Basingstoke
and Deane

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, exceeding the expectations of our customers. To ensure we are doing this, we welcome feedback, good or bad, about our services.

When you notify us of a complaint we will investigate it thoroughly and impartially. If you have a comment or 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



If you have a complaint, please get in touch with the council by using one of the methods on the back page.

We have a simple two stage complaints process.

Stage one complaints

The first stage is called local resolution. At this stage we think those people who deliver the service are best placed to resolve a complaint. They will investigate your complaint and respond directly to you within 10 working days.

Stage two complaints

If you do not think your complaint has been resolved at stage one, you have the right to ask the Head of Service whose contact details are on the stage one response, to investigate the matter. The Head of Service will respond to your complaint within 10 working days.

Local Government Ombudsman

If you are not satisfied with the way we have handled your stage two complaint, you can contact the Local Government Ombudsman. This is an independent national service that investigates complaints against local councils.

Contact them by:

Writing to PO. Box 4771, Coventry, CV4 0EH

Completing the online complaint form at www.lgo.org.uk

Phoning 0300 061 0614.

You can make a complaint to them at any time, however they will usually only investigate if you have already been through the council's own complaints procedure.

How to get in touch with the council

Visit our website

www.basingstoke.gov.uk/get-in-touch

Send us an email

customer.service@basingstoke.gov.uk

Call us

The contact centre: 01256 844844

Text Relay: 18001 01256 844844

Visit our offices or write to us at

Basingstoke and Deane Borough Council

Civic Offices, London Road, Basingstoke, RG21 4AH

Opening times

8.30am to 4.30pm Monday to Friday (except bank holidays)



Sign up

for email updates on council services, news and events.

www.basingstoke.gov.uk/signup



@BasingstokeGov

for service updates and the latest news from the council.

If you need this information in a different format, for example large print, CD or braille, please contact the council.