

## How to get in touch with the council

### Visit our website

[www.basingstoke.gov.uk](http://www.basingstoke.gov.uk)

### Send us an email

[customer.service@basingstoke.gov.uk](mailto:customer.service@basingstoke.gov.uk)

### Call us

The contact centre: 01256 844844

Text Relay: 18001 01256 844844

#### Opening times

8.30am to 5.30pm Monday to Thursday and

8.30am to 5pm on Fridays (we are not open bank holidays)

### 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 5pm Monday to Thursday and

8.30am to 4.30pm on Fridays (except bank holidays)

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](mailto:dpo@basingstoke.gov.uk)



### Sign up

for email updates on council services, news and events.

[www.basingstoke.gov.uk/signup](http://www.basingstoke.gov.uk/signup)

Follow:  @BasingstokeGov

Like:  /BasingstokeGov

for service updates and the latest news from the council.

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



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



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. You can contact them by writing to  
PO Box 4771, Coventry, CV4 0EH; completing the complaint form at [www.lgo.org.uk](http://www.lgo.org.uk) or by 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.