

## What happens next?

### We will:

Acknowledge your communication within 3 working days, you can be assured that any comments and compliments will be passed to the right person and, if it is a complaint;

Tell you who is dealing with your complaint; and

Send you a full response within 15 working days (if the matter requires more detailed investigation that may require longer consideration to resolve (up to 28 days) you will receive an interim reply within that period).

**For further information:** Assistant Director of Corporate Services  
(Customer Focus)  
Erewash Borough Council  
Town Hall  
Derby Road  
Long Eaton  
Derbyshire NG10 1HU  
Telephone: 0845 907 2244  
**Website:** [www.erewash.gov.uk](http://www.erewash.gov.uk)

**Large print, taped or other language versions of all or any part of this leaflet can be made available on request. Please telephone 0845 907 2244**

If you need this information in your language, please contact us using one of the methods below.

"જો તમારે આ માહિતીની તમારી પોતાની ભાષામાં જરૂર હોય, તો નીચેની પદ્ધતિઓમાંથી એકનો ઉપયોગ કરીને કાઉન્સિલનો સંપર્ક સાધો."

如果您需要您自己语言的此信息，请通过以下方法之一与委员会联系。

"ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖਿਆ ਵਿਚ ਕਿਸੇ ਇੱਕ ਤਰੀਕੇ ਦੀ ਵਰਤੋਂ ਕਰਦੇ ਹੋਏ ਕੌਂਸਲ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।"

اگر آپ یہ معلومات اپنی زبان میں چاہتے ہیں تو براہ کرم نیچے دیئے گئے طریقوں میں سے کسی ایک کا استعمال کریں۔



0845 907 2244



[communications@erewash.gov.uk](mailto:communications@erewash.gov.uk)



Ilkeston Town Hall, Wharnccliffe Road, Ilkeston, Derbyshire DE7 5RP  
Long Eaton Town Hall, Derby Road, Long Eaton, Derbyshire NG10 1HU



# Comments Compliments Complaints



tell us what you think.....

**Guidance Notes and Submission Form**

## What to do to have your say about our services

This procedure sets out the way that you can communicate your views to the Council, clarifies how those views will be dealt with and how we will respond to you in return.

### We aim to:

- Reassure you that your comment, compliment, complaint is being dealt with efficiently and fairly.
- Provide a straightforward and consistent way for you to make representation to the Council by offering a prompt and speedy resolution to complaints.
- Use comments, compliments, complaints positively by taking the necessary action to maintain and improve Council services.

## How to make a Comment, Compliment, Complaint

Your first contact may be by letter, telephone, fax, e-mail or in person stating that you wish to make a comment, compliment or complaint. You may also wish to refer the matter through your local elected member.

Initially your comment, compliment, complaint will be passed to Customer Services where an advisor will record, co-ordinate and monitor the process. The advisor will provide assistance if this is needed.

The comment, compliment, complaint will then be passed to the relevant service area where an acknowledgment letter will be sent to you within 3 working days of receipt informing you of who will be dealing with your comment, compliment, complaint and providing you with a reference number together with the timescales for response.

You do not have to fill in the following part of the form, but it may help us to improve our services. If you do not fill it in, it will not affect the way we deal with your enquiry. However, to help us ensure we provide a fair service to all, please complete the section below:

Are you?  Male  Female

Are you a disabled person?  Yes  No

### Your Ethnic Origin:

Asian or Asian British:

Bangladeshi:  Indian:  Kashmiri:  
 Pakistani:  Other:

Black or British Black:

African:  Caribbean:  Other:

Chinese or other ethnic groups:

Chinese:  Other:

Mixed:

White & Asian:  White & Black African:  White & Black Caribbean:  Other:

White:

British:  Irish:  Gypsies & Travellers:  Other:

If you ticked 'Other' on any of the above origins, please specify:

I am contacting Erewash Borough Council with a:

- Comment       Compliment       Complaint

Which department/service/venue does this relate to?

- |   |  |
|---|--|
| <input type="checkbox"/> Culture & Leisure (General)  | <input type="checkbox"/> Street Cleaning           |
| <input type="checkbox"/> Parks  | <input type="checkbox"/> Environmental Health      |
| <input type="checkbox"/> Arts & Events  | <input type="checkbox"/> Cemeteries/Burials        |
| <b>Leisure Centres</b>  | <input type="checkbox"/> Housing Aid/Homeless      |
| <input type="checkbox"/> Victoria Park <input type="checkbox"/> Albion <input type="checkbox"/> Rutland | <input type="checkbox"/> Customer Services         |
| <input type="checkbox"/> West Park <input type="checkbox"/> Sandiacre Friesland                         | <input type="checkbox"/> Elected Member/Councillor |
| <input type="checkbox"/> Sports Development   | <input type="checkbox"/> Council Management        |
| <input type="checkbox"/> Museum   | <input type="checkbox"/> Finance                   |
| <input type="checkbox"/> Building Control   | <input type="checkbox"/> Planning                  |
| <input type="checkbox"/> Refuse/recycling   | <input type="checkbox"/> Other .....               |
| <input type="checkbox"/> Markets & Car Parks  | (Please state)                                     |

Please enter your message here

(Please continue on a separate sheet if required)

**“Thank you for your feedback”**

Have you contacted us about this before?     Yes       No

If yes, who did you contact?

**In the case of complaints, the following procedure will be followed:**

### Stage 1

Any service failure or problem will be put right if possible with the minimum delay.

If you are not satisfied then you may take your complaint to Stage 2

### Stage 2

Formal investigation - a complaint will be investigated in a structured way and reported back to you normally within 15 working days. In some circumstances it may be necessary to extend this to 28 days. It would be helpful to have the details of your complaint in writing at this stage, if you have not already done so.

If you are not satisfied then you may take your complaint to Stage 3

### Stage 3

Appeal - you can have the matter reviewed if you are not satisfied following the formal investigation.

If you are still dissatisfied then you may refer your complaint to the Local Government Ombudsman at the following address:

**The Commission for Local Administration in England  
Beverley House  
17 Shipton Road  
York  
YO3 6FZ**

**Telephone No: 01904 380200  
Fax No: 01904 380269.  
E-mail: [enquiries.york@lgo.org.uk](mailto:enquiries.york@lgo.org.uk)  
[www.lgo.org.uk](http://www.lgo.org.uk)**

As well as dealing with complaints, we also want to know if you have any suggestions or comments about council services and their provision. We want to positively encourage you to put forward your views, good or bad, so that we can learn from them and use them to guide improvements to our services.

## How do I contact you?

### To send us a Comment, Compliment or Complaint you can:

- Complete and submit the on-line “Comments, Compliments, Complaints Form” available via the link on the home page of our website [www.erewash.gov.uk](http://www.erewash.gov.uk)
- Download the “Comments, Compliments, Complaints Form” available on our website (details as above) and post it back to:-

Assistant Director of Corporate Services (Customer Focus)  
Erewash Borough Council  
Town Hall  
Derby Road  
Long Eaton  
Derbyshire NG10 1HU

- Visit a Council service point or one of our other public buildings:-

Ilkeston Town Hall	
Long Eaton Town Hall	
West Park Leisure Centre	Albion Leisure Centre
Sandiacre Friesland Sports Centre	Rutland Sports Park
Victoria Park Leisure Centre	Erewash Museum

- Call our Contact Centre and speak to one of our Customer Advisors on:-

0845 907 2244 (Minicom users please ring 0115 931 6056)

- By letter to:

Assistant Director of Corporate Services (Customer Focus)  
Erewash Borough Council  
Town Hall  
Derby Road  
Long Eaton  
Derbyshire NG10 1HU

*(Please clearly indicate in your letter whether you are making a comment, compliment or complaint, so that it may be quickly identified and dealt with swiftly)*

- By Fax: 0845 907 2266
- By e-mail: [contactcentre@erewash.gov.uk](mailto:contactcentre@erewash.gov.uk)

## Where can I find out more?

Full details of our Comments, Compliments, Complaints policy and procedures may be viewed on our website, or can be made available on request through any of the above links.

### General Enquiries or Service Requests

If you wish to make a general enquiry or service request, rather than a Comment, Compliment or Complaint, you may wish to:

Contact the Council direct, either in person or by calling our Contact Centre, or

Use the “Request for Service” Form available on our website [www.erewash.gov.uk](http://www.erewash.gov.uk) via the “Contacting the Council” link on the Home Page

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### Comments, Compliments, Complaints - Tell us what you think ....

Please use the following section to let us know of your comments, compliments or complaints about Erewash Borough Council:-

*(Data Protection - all data you provide will be used and stored, strictly under the terms of the Data Protection Act 1998. Further details about your data protection rights, including our Data Protection Policy, may be accessed via our website or by calling 0845 907 2244.*

**Name:** ..... **Date:** .....

**Address:** .....

..... **Post Code:** .....

**E-mail** .....

**Telephone Number:** .....

continued overleaf