

Tell us what you think about our services



We would like to know what you think about our services. By listening carefully to what you tell us, we can make our services better.

Our commitment to you

- We will use your feedback to help us to improve our services
- Complaints will be dealt with honestly, politely and in confidence
- We will aim to settle complaints quickly and informally, either by putting matters right or by giving you an explanation
- We will tell you what we are doing to put things right
- We will aim to provide a full response to most complaints within 10 working days

Data Protection Statement

Your personal data will be held and used by Somerset County Council, in accordance with the Data Protection Act 1998. We will not disclose this information to any unauthorized person or body.

However, this information may be used by us to:

- Help improve services
- Deal with complaints and comments
- Prevent and detect fraud or crime

What do you want to tell us about? (please tick one)

Compliment Comment Concern or complaint

Please give us your feedback here:

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.....
.....

If you are making a complaint or raising a concern, what would help to make things better?

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.....
.....
.....
.....

Information about you:

Title Mr Mrs Miss Ms Other:

Your name:

Your address:

.....

..... Postcode:

Your phone number:

Your email address:

.....

Signature:

Date:

What is feedback?

Feedback is about telling us what you think about our services. You can tell us good or bad things or put forward your ideas and any improvements we could make.

Compliments

If you are pleased with the service then let us know. We will share your compliment with the member of staff and we will tell their manager too. It's important our staff know when they have done a good job.

Comments

If you have a suggestion about how we could make our services better please tell us about it. We will write and thank you for your comment and let you know what we have done.

Concerns or complaints

There may be times when you feel unhappy with the service you receive and would like to complain. We take every complaint seriously and are committed to dealing with them fairly and efficiently through our complaints procedure.

You should follow our complaints procedure when you are unhappy with:

- The standard of service you receive from us
- Our response to a request for service
- Our actions
- The behaviour of a member of staff
- The way you have been treated

The procedure is not for when:

- You are making an initial request for service, such as reporting a faulty street light or a pothole. We need the chance to put things right once they are reported
- A separate appeals procedure exists or a legal option is open to you, for example, planning applications or school admissions

You can contact us in any of these ways:

- We do suggest you talk to the person providing the service or:
- do it online at www.somerset.gov.uk/telluswhatyouthink
 - complete this form and drop it in, or post it back using the Freepost address at the bottom of the form
 - email generalenquiries@somerset.gov.uk
 - text 07781482858
 - phone 0300 1232224

Need help?

You can ask a friend or relative to help you tell us about a problem. An advocate can also help you make your complaint.

What happens next when I tell you about a problem?

- We will ask a manager to talk with you about it. They will try to sort out the problem with you
- We aim to resolve most complaints at this stage
- If you don't think the manager has solved the problem for you, then please let us know
- We will see if there is anything more the Council can do to sort out the issue

Please complete both sides and return to:
 Somerset County Council
 Compliments, Complaints or Comments
 Customer Contact
 FREEPOST NAT9109
 Taunton
 Somerset
 TA1 4ZA

If you are contacting us on behalf of someone else please provide their information. We may need to contact this person to check they are happy for you to speak to us.

Title Mr Mrs Miss Ms Other:

Their name:

Their address:

..... Postcode:

Their phone number:

Their email address:

We look at which groups of people make contact with us and make sure that everyone who needs to can make a complaint. We check people are treated fairly by using the information below.

Thank you for taking the time to complete this information.

Are you: Female Male Trans-gender Prefer not to say

Please tick the age group you belong to:

10 or under 11-17 18 - 34 35 - 44 45 - 54 55 - 64

65 - 74 75 or over Prefer not to say

Do you consider yourself to have a disability or long standing illness?

No Yes Prefer not to say

Do you consider yourself to be from a black or minority ethnic background?

No Yes Prefer not to say

Do you consider yourself:

Heterosexual Lesbian/Gay Bisexual Prefer not to say

Please return this completed form to:

Somerset County Council, Compliments, Complaints or Comments, Customer Contact, FREEPOST NAT9109, Taunton, Somerset. TA1 4ZA