

Devon County Council

Feedback Leaflet

Compliments, comments or complaints

Your feedback is important

We want to make sure you're satisfied with our services.
We want to know how you feel about what we're doing.
This is why we welcome all feedback about our services.

Ways to give us your feedback

- Fill in the **feedback form** in this leaflet and post it in an envelope to the Customer Relations Team at **FREEPOST DCC CUSTOMER RELATIONS**. You only need to write this one line of address and no stamp is required. You may also hand your completed form to any member of staff.
- Talk to any Devon County Council member of staff you have contact with.
- Send a letter to the Customer Relations Manager at **FREEPOST DCC CUSTOMER RELATIONS**
- Telephone the Customer Relations Team free on **0800 212783**
- Email the Customer Relations Team at **customer.relations@devon.gov.uk**

Mediation services

We promote early resolution for our customers and acknowledge the benefits of mediation, a non-confrontational, voluntary resolution process. We have a small team of mediators who can talk to you about using mediation as an alternative to the complaints procedure. If this option does not work you still have the option of making a complaint. Please call us on **0800 212783** to find out whether mediation would be right for you.

Useful contacts

Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman looks at complaints about councils. If you are dissatisfied with the outcome of your complaint to Devon County Council, or with any part of the complaints process, you have the right to refer your complaint to the Local Government and Social Care Ombudsman.

Local Government and Social Care Ombudsman,
PO Box 4771, Coventry CV4 0EH
Advice Line: **0300 061 0614** Web: lgo.org.uk/making-a-complaint

Treating everyone fairly

Making a complaint will not negatively affect any services you receive from us. If part of your feedback is about equal opportunities or discrimination, please tell us and we will look into it. Visit new.devon.gov.uk/equality, phone **01392 382260** or email equality@devon.gov.uk, for details of our equality policy and work. For further copies of this leaflet, or if you need it in a different format, contact the Customer Relations Team on **0800 212783** or email: customer.relations@devon.gov.uk



www.devon.gov.uk

What are the details of your feedback?

(Please use a separate piece of paper if you cannot tell us everything in the space provided)

What would you like us to do?

Signed: _____

(to be signed by the person providing the feedback)

Date: _____

Send this form to:
FREEPOST DCC CUSTOMER RELATIONS

This is the only address you need to write on the envelope and you don't need a stamp.

How we deal with your feedback

Compliments

We value our staff and it is important that they know when they are doing a good job or have exceeded expectations in delivering a service. We use compliments to build on success and continue to provide excellent levels of service.

Should you send a compliment we will record the details and ensure your thanks are passed onto the people concerned.

Comments

If you send a comment or suggestion we will acknowledge it within 3 working days and pass it on to the relevant service for them to consider and aim to respond to you within 20 working days.

Complaints

If you are unhappy with the service you have received from Devon County Council, or providers who we commission to provide services, you are entitled to make a complaint or raise your concerns, knowing that it will not adversely affect your current or future service. We promise you will be treated fairly and sensitively, and that you will receive a response from us in a timely manner. Your feedback is welcomed and is used to help Devon County Council improve its services.

We hope that most concerns can be settled easily and quickly by discussing the problem. Let us know and we will try to find a solution or advise you who is best to speak to. If you prefer, you can contact the manager for the service you are concerned about.

If you make a complaint the Customer Relations Team will record and acknowledge it within 3 working days and work with managers to resolve your complaint. In some cases you may not be eligible to make a complaint; if this is the case, the Customer Relations Team will advise you of the reasons why and signpost you where possible to

alternative routes of resolution that may be open to you.

When your complaint has been investigated, if Devon County Council has made a mistake, you will receive an apology and appropriate actions will be taken to put things right.

Advocacy

We understand and respect that some people may need advice and support from an independent advocate to make their complaint, to understand the process and to cope with the outcome.

We acknowledge that this is particularly important for people who are vulnerable, find it difficult to make their views heard, for complainants whose first language is not English and for those people with communication difficulties.

For further advice regarding advocacy please contact the Customer Relations Team.

How to find out more about the complaints procedures

Depending upon your eligibility to do so, your complaint will be dealt with under one of the following:

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, The Children Act 1989 Representations Procedure (England) Regulations 2006, or The Devon County Council Customer Feedback Procedure

If you would like further information about our complaint procedures and how we will work with you under the associated regulations to resolve your complaint, you can contact the Customer Relations Team by:

- sending a letter to **FREEPOST DCC CUSTOMER RELATIONS**
- phoning the Customer Relations Team free on **0800 212 783**
- emailing the Customer Relations Team at **customer.relations@devon.gov.uk**

Feedback form

When you have filled in this form, please send it to our Customer Relations Team at **FREEPOST DCC CUSTOMER RELATIONS**. If you have any queries, you can contact the Customer Relations Team on Freephone **0800 212783** or at **customer.relations@devon.gov.uk**. Someone else can fill in the form for you if you prefer.

About you

Name (block capitals):

Address:

Postcode:

Telephone number: Work:

Home:

Mobile:

Email:

Preferred method of contact:

If you are completing this form on behalf of someone else, please tell us:

Their name (block capitals):

Their address:

Postcode:

Their telephone number: Work

Home:

Mobile:

Email address:

Your relationship to them:

Is your feedback:

Complaint Compliment Comment

Which service are you giving feedback about?

(please give the name of the service or the name of the person you have dealt with):