

CODE OF PRACTICE FOR HANDLING CUSTOMER COMPLAINTS

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INTRODUCTION

This Code of Practice brings together Bradford Council's overall complaints policy, the complaints procedure and guidance on good practice.

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General aims of the Council's complaints policy:

- 1 To acknowledge the importance and value of complaints and other customer feedback.**
- 2 To ensure that complaints are handled in line with the Corporate Customer Services Strategy and any other relevant legal and policy requirements.**
- 3 To provide a clear route by which customers can raise concerns about the service they have received from the Council.**
- 4 To set out clear guidance to staff to assist them in answering customer enquiries and complaints.**
- 5 To clarify staff roles and responsibilities in handling complaints.**
- 6 To ensure that complaints are dealt with fairly, promptly and sensitively.**
- 7 To learn from our mistakes and use feedback from customers to continuously improve services.**
- 8 To enhance the overall image of Bradford Council and its employees in the eyes of the service users and the citizens of Bradford**

POLICY ON DEALING WITH CUSTOMER COMPLAINTS

1. Bradford Council is committed to providing excellent customer service but on some occasions individual customers may not be satisfied with the decision made by the Council, the provision of a service or an action taken on an individual case. The Council has in place a procedure for handling customer complaints to ensure that they are properly dealt with and that any lessons learnt from the complaint are used to improve services for customers.
2. Bradford Council will welcome and react positively to all feedback from customers whether this is in the form of complaints, comments or suggestions and will use this customer feedback to continuously improve its services.
3. The provisions of the Council's complaints procedure apply across the Council and all complaints will be dealt with in accordance with this Code. Social Services operates its own Code of Practice which reflects the broader aims of the corporate policy but which differs because of specific legislative requirements.
4. Bradford Council's complaints procedure will be openly publicised including through the Council's website and in the Council's 'Contact Us' leaflet, which is available at all Council reception points.
5. Bradford Council will aim to address any problems raised by customers at the earliest stage possible and staff will be empowered to try and solve any difficulties reported by a customer.
6. Bradford Council will deal with complaints fairly, thoroughly and sensitively.
7. If the customer is not satisfied with the first stage response Bradford Council will provide for a review of a complaint by an officer who is independent of the service that is the subject of the original complaint.
8. Bradford Council aims to acknowledge all complaints within 2 working days of receipt and to reply to complaints within 10 working days of receipt. All departments will record and monitor compliance with this performance indicator.
9. Confidentiality will be respected with all complaints received by the Council. Details about individual complainants will not be included in published reports or papers for public meetings.
10. Records will be kept of all complaints received by the Council in accordance with the complaints procedure.
11. In carrying out these actions, Bradford Council will at all times comply with its complaints procedure and will act with due regard to the various legislation governing the provision of services and the rights of its citizens.
12. The Council will have regard for the use of public funds and will not continue to correspond on an individual complaint where the issues have already been addressed and where the complaint becomes frivolous or vexatious.

Definition of a complaint

A complaint is an expression of dissatisfaction, whether justified or not and however made, about the standard of or the delivery of service, the actions or lack of action by the council, or its staff which affects an individual service user or groups of users.

COMPLAINTS PROCEDURE

1 What does the Complaints Procedure cover

- 1.1 This procedure covers complaints made by customers about the service provided by the Council including service delivery policy, decisions on service delivery and the way that service was delivered on an individual basis. The Complaints Procedure does not cover complaints from members of staff, trainees, apprentices or persons on work placements, involving working conditions, pay or other internal grievances.
- 1.2 There are separate procedures for complaints about schools, about public housing tenancy and about the West Yorkshire Pension Fund. A separate code of practice is in use for Social Services complaints, which reflects the general principles of the corporate code but incorporates additional legal requirements including an additional complaint stage. Complaints against services provided by Education Bradford are also dealt with under a separate procedure.
- 1.3 A service, which receives a large volume of correspondence over a short period about a political decision (eg a school closure), may prefer to log the correspondence and deal with it separately to the main complaints system, using a short term arrangement set up to deal specifically with that issue.

2 Who can make a complaint?

- 2.1 Any individual or organization who uses or receives a Council service can make a complaint if they are dissatisfied with the service. This definition includes:-
 - a Statutory or non statutory services provided to individual customers
 - b Services provided on a commercial basis (eg trade waste)
 - c Services provided to schools
 - d Services provided to Council staff who live in the district
 - e The Payroll service (as this is not covered by any employee procedure)
- 2.2 A complaint can be made on behalf of the customer by a Councillor, advice worker, Solicitor or other third party. In some cases (eg where the complaint comes from a private individual, whether a relative of the complainant or not) evidence may be needed that the complainant both knows of and consents to the complaint being made and is happy for information on this matter to be shared with the third party.

- 2.3 Elected members are encouraged to use the complaints procedure on behalf of their constituents, as the monitoring and feedback provided is valuable to the service departments. Elected members are free to use the complaints procedure if they themselves receive a poor service.
- 2.4 The complaints procedure does not cover complaints about the internal services provided by one Department to another, although it may on occasions be used to provide mediation where a dispute arises.
- 2.5 Where there is a recognised process for dealing with the customer contact, such as a formal appeal route or a claim for damages, the correspondence should be directed accordingly with the customer being notified. The contact should not be logged as a complaint.
- 2.6 Complaints from customers who wish to remain anonymous should still be recorded and investigated but the customer should be informed that a detailed investigation cannot be carried out if the complaint is about the service delivered to that individual or about the attitude of a member of staff.

3 How can customers make a complaint?

- 3.1 Complaints can be made using the corporate 'Contact Us' leaflet, by post, fax, telephone, email, via the Council's website or by personal visit to a council office. In some cases where the complaint is made via the telephone or during a visit it may be appropriate for the complaint to be recorded and for the customer to sign this off to agree that the complaint statement is correct.
- 3.2 Where a complaint specifically concerns allegations about the actions, personal conduct or attitude of an individual officer this must be in the form of a written statement either provided directly by the customer or signed by the customer.
- 3.3 Other than under the provisions of 3.2 a customer should not be told that the Council will only accept a complaint if it is put in writing.
- 3.4 The Council is committed to Equal Opportunities and will make facilities available to assist customers in making a complaint including translation facilities, home visits and information being made available in other formats.

4 Overview of the complaints procedure

Resolution of problems

- 4.1 All frontline staff should be empowered to resolve customer problems at the point of service delivery.

Stage 1 complaints

- 4.2 If a problem cannot be resolved at the point of service delivery it should be dealt with as a complaint by the Service concerned.
- 4.3 Stage one complaints should be dealt with by a senior officer or the Manager of the service which is the subject of the complaint.

- 4.4 Where a customer responds further to a stage 1 complaint reply, the Service involved may look at the case again and, where it is felt appropriate, a more senior manager can review the case. However, this must not prevent the customer exercising their right to proceed to stage 2 of the procedure.
- 4.5 The complainant should be advised of any further steps which they may take if they are not satisfied with the outcome of the stage 1 complaint.

Stage 2 complaints

- 4.6 A customer who remains dissatisfied has the right to have their complaint investigated independently by someone outside the immediate service delivery area and service procedures must facilitate this.
- 4.7 The Corporate Complaints Officer (or other investigating officer) should review both the circumstances surrounding the original problem and the way the complaint was handled at stage one, and should report their findings both to the service and to the complainant.
- 4.8 The complainant should be advised of any further steps which they may take if they are not satisfied with the outcome of the stage 2 complaint.
- 4.9 In exceptional circumstances such as where the issue is urgent, where there has already been considerable prior communication or where there are problems with investigating the case, a complaint can be dealt with at stage 2 without the need for a stage 1 investigation.

Stage 3 complaints

- 4.10 Where it is not possible to resolve a complaint the customer must be advised that they can refer their complaint to their local Councillor, or to an appropriate statutory or local body (usually the Local Government Ombudsman).

5 Standards for responding to customers

- 5.1 Complaints should be responded to in line with the Councils Standards of Excellence in Customer Service.
- 5.2 All written complaints must be acknowledged within 2 working days of receipt. The same timeframe should be used in acknowledging complaints received in other forms.
- 5.3 All complaints should be responded to within 10 working days of initial receipt. This can include resolving the problem raised by the customer within this time period.
- 5.4 Where it is not possible to provide a full reply to the complaint within the 10 day period an interim response must be provided and this should indicate when a full reply can be provided.
- 5.5 If it takes more than 20 working days to respond to a complaint the customer must be kept informed of progress.

- 5.6 Responses to further correspondence from the customer should be provided in line with the Council's standard for replying to all letters within 5 working days.
- 5.7 Normally, complaints should be acknowledged and replied to on the basis of the format of the original complaint (ie an email complaint should be responded to by email).

6 Roles and responsibilities

- 6.1 **All staff.** Need to be aware of and apply the Corporate Complaints Code of Practice, the Standards of Excellence in Customer Service and Council wide customer service performance standards.
- 6.2 **Investigator.** Any member of staff (usually senior officer or manager) involved in investigating an individual complaint.
- 6.3 **Service Manager.** To be responsible for complaints about their Service, to deal with any service or staff issues arising from complaints and to incorporate complaints handling and building service improvements from complaints and other customer feedback into their workplans.
- 6.4 **Departmental Complaints Officers.** Officers appointed within each department and responsible for overseeing departmental adherence to this Code of Practice, arranging for the investigation of cross service complaints and the independent investigation of complaints that have reached Stage Two. They are also responsible for ensuring that records of all Stage one and Stage two complaints received by their service area(s) are maintained for management reporting purposes.
- 6.5 **Corporate Complaints Officers.** To be responsible for investigating stage 2 complaints and liaising with appropriate services and departments on individual complaints and issues arising from complaints. Supporting the Department of Customer Service, Chief Executive's, Assistant Chief Executive's and Leader's Office on complaint issues. Overseeing adherence to and advising staff on the Corporate Code of Practice.
- 6.6 **Ombudsman Liaison Officer.** To act as the point of contact between the Council and the Ombudsman and to co-ordinate the Council's responses to the Ombudsman.

7 Complaints about more than one service or department

- 7.1 Where a complaint covers more than one service or department a single Council reply should be provided and this should be co-ordinated by the Service or Department which is the subject of the largest part of the complaint.
- 7.2 Where this is not possible the complaint should be referred to a Corporate Complaints officer for assistance in co-ordinating a reply.

8 Complaints about third parties

- 8.1 Where there is a complaint about a service which the Council is responsible for but which is delivered by a third party, the Council remains accountable to its customers and for any service failure.
- 8.2 An agreement should be made with a contractor about how complaints are handled. This should incorporate adherence to this Code of Practice.
- 8.3 Subject to the arrangements in paragraph 8.2 above, a complaint can be investigated by a contractor under stage 1 of the procedure.

9 Complaints about discrimination

- 9.1 In the case of a complaint about discrimination the officer dealing with it must consult with the Equalities Service as the complaint may also need to follow a separate procedure.
- 9.2 A complaint about a Racial Incident (involving a service or member of staff) should also be recorded under the racial incident monitoring procedure.

10 Complaints about an individual member of staff

- 10.1 A complaint about an individual officer should, in the first instance, be investigated by that person's line manager.
- 10.2 Any such complaint must not be referred back to the named officer for them to respond to.

11 Disciplinary Action

- 11.1 If a complaint is about a named officer it should, in the first instance, be investigated by the line manager of the officer. At the end of the investigation the customer and officer must both be made clearly aware of whether the complaint has been upheld or not.
- 11.2 A response to a complaint should not await the outcome of any disciplinary action.
- 11.3 Details on whether disciplinary action has been taken and what disciplinary action has been taken must not be shared with the customer as this is a matter between management and staff.

12 Complaints against a Complaints Officer

- 12.1 Where a complainant makes a further complaint about the attitude or conduct of a Complaints Officer, the matter will be investigated and responded to by the Director whose remit it is, or by an appropriate officer appointed by the Director.

13 Complaints against an Elected Member

- 13.1 If a customer's complaint is largely about the actions or the conduct of an Elected Member the customer should be referred to The Standards Board for England. The Officer dealing with the complaint should also liaise with Legal and Democratic Services for advice. The Standards Board will normally only accept complaints in writing.

14 Abusive, persistent or vexatious complainants

- 14.1 If a customer becomes abusive or threatening or harasses staff, the officer dealing with the complaint should refer to the provisions within their service area and to the Council's Managing Access policy in responding to the customer.
- 14.2 Where a customer repeatedly corresponds with the Council on the same complaint or issue the Complaints Officer should consult the Director of that service. If it is felt to be appropriate, the customer should be informed that if there is no information that substantially affects the Council's position on the matter the complaint cannot be pursued further.
- 14.3 The customer should be advised of how to contact the Ombudsman if he or she has not already been given this information.

15 Replies to customers

- 15.1 Complaints must be seen as an opportunity to resolve the customer's problem and to learn from customer feedback and should be responded to in that way.
- 15.2 A reply to a complaint should contain:
- A summary of the complaint
 - An explanation
 - Reference to whether the Council upholds, partly upholds or does not uphold the customer's complaint
 - An apology where appropriate
 - Information on any action that is going to be taken to resolve the problem
 - Details of any service improvements as a result of the complaint
 - Details of further stages of appeal if the customer remains dissatisfied
- 15.3 Where follow up action is promised the person responding to the complaint must ensure that this is carried through.

16 Keeping records

- 16.1 Most problems raised by telephone or in person will be dealt with immediately at the first point of contact. Services should have in place their own systems for monitoring problems and trends reported "on the front desk" (eg through team meetings) so that any necessary action may be identified.

- 16.2 All complaints at stage 1 and above should be recorded electronically on the Council's corporate complaints system. Where stage one complaints are dealt with by managers on site, there must be a mechanism for providing the Complaints Officer with details of complaints and how they were handled.
- 16.3 Complaints must be recorded in a consistent way across the Council. This includes recording:
- Whether the complaint is stage 1 or 2
 - The receipt date
 - The category of complaint (eg staff, premises etc)
 - The details of the specific complaint
 - Whether the Council responded in line with the corporate customer service standards (on the acknowledgement and response)
 - The outcome. This includes whether the complaint was upheld, partially upheld or not upheld. Council records must include the reasons for any decision taken on a case
 - Any corrective action or service improvements resulting from the complaint
- 16.4 Within each department mechanisms must be put in place for ensuring that any suggestions for service improvements arising from complaint investigations are considered and followed through at the appropriate management level.
- 16.5 A report must be drafted at least annually on an individual department's complaints for its management team, for referral to the relevant Improvement Committee and to contribute to the corporate complaint report.
- 16.6 Detailed information on individual complaints must be treated confidentially with access limited to investigating officers, officers needing to be interviewed or asked for advice during investigation and to service managers.
- 16.7 Records should be kept on individual complaint files of any meetings, interviews and discussions on complaints.
- 16.8 Officers keeping records need to be aware that customers may make requests for information on file. Where a 'Subject Access request' is received advice should be sought from Policy and Corporate Support.
- 16.9 Records on individual complaints, including copy letters and notes must be stored for six years from the end of their administrative use.
- 16.10 Records on individual complaints involving routine responses (eg complaints about Council Tax increases) must be stored for two years from the end of their administrative use.

Good practice in handling complaints

17 Introduction

- 17.1 The following guidance is based on advice provided by the Ombudsman and learning points identified by Corporate Complaint Officers.

RECEIPT

18 Approach to handling complaints

- 18.1 Complaints should be welcomed. Where a customer is clearly making a complaint it should be recorded as such and dealt with in accordance with this code. This ensures that we keep a record of the complaint, that correspondence on any one complaint does not become protracted and that we can demonstrate to the Ombudsman, if necessary, that we have followed our published procedures.
- 18.2 With any complaint received Council officers should seek to resolve the individual complaint and take any learning points for future improvements to service. The investigation of a complaint is also an opportunity to change the customer's poor impression of the Council. Therefore, complaints should be handled in line with the Council's Standards of Excellence in Customer Service.

19 Resolving matters at the earliest opportunity

- 19.1 All staff should try to resolve a problem informally by discussion with the customer or by suggesting a course of action to remedy the situation. If having tried this, the customer still wants to proceed with the complaint they should be advised of the procedure and the next steps in the process.

20 What is a complaint

- 20.1 When customers provide feedback the Council's website and complaint leaflet asks customers to define whether they have a complaint. However, many complaints on closer examination will still constitute a service request (eg complaint about neighbours, housing problems, request for grass cutting, request for adjustment of swimming pool temperature etc). The key question is does a customer have a concern that they want addressed about the way services are being delivered to him or her including the responses of the service to any requests they have made.
- 20.2 The customer does not have to mention the word complaint in a conversation or letter for the contact to be considered a complaint.
- 20.3 Beyond the interpretation of what is a complaint against a service request it is for customers to decide if they want to make a complaint to the Council and how serious their concerns are.
- 20.4 A customer should never be told that they cannot make a complaint about a specific service or service issue or that the complaint is not justified without the matter being investigated.

21 Contact by the press

- 21.1 Any contact received from the press asking about a specific complaint from a customer should be referred for advice to the press office.

22 Means by which complaints are made

- 22.1 Many complaints can and should be dealt with quickly and easily over the phone.
- 22.2 Officers cannot insist that a complaint has to be made in writing with the exception of a complaint which relates to allegations about a specific member of staff where the customer or their representative will be asked to agree and sign a statement setting out the complaint.

23 Records of customer contact

- 23.1 Information about contact with the customer must be recorded honestly and accurately. This should not contain irrelevant personal comments about the customer.

24 Putting actions on hold

- 24.1 If any action against a customer (related to the complaint) is proposed by the Council it is important to consider whether this should be deferred while the complaint is investigated. Where appropriate a hold will be put on any recovery or other action until the complaint has gone through the complaint procedure.

INVESTIGATION

25 Impartiality

- 25.1 Complaints should be looked at objectively. A Manager who has played a direct part in the service delivery or the decision that is the subject of a complaint should not investigate the complaint.
- 25.2 Consider a complaint as if you were the Ombudsman looking at it from outside the Council and consider if there has been any administrative or other error that led to any injustice to the customer.
- 25.3 When a complaint is allocated for investigation it should not be handled by someone who is closely acquainted with the customer or, in the case of a complaint against an officer, with the person that the complaint is about.

26 Thoroughness

- 26.1 Investigators should ensure that they are in receipt of the full history of the complaint before deciding on a complaint or responding to the customer ie have sight of all correspondence and communication referred to by the complainant, a full history or log of information from the relevant service and comments from the appropriate staff.
- 26.2 Where necessary advice from legal, external or specialist bodies can be obtained.

26.3 Try to address all the key issues raised in a complaint. A good technique is to summarise the complaint in the acknowledgement to the customer to clarify what is being investigated.

27 Complaints about staff

27.1 Where a complaint is about a member of staff the person concerned should have details or sight of the complaint and should be offered the chance to comment and provide their own version of events.

27.2 It needs to be made clear to the member of staff that the complaint will be dealt with objectively and the existence of a customer complaint by itself, is not the basis for management or disciplinary action.

27.3 Where it is necessary to interview a member of staff and the member of staff is concerned about this they should be advised that they can bring a witness or union representative to the meeting.

27.4 A member of staff complained of in this way must not use the opportunity to directly contact the customer to respond, deny or ask for a retraction of the complaint.

27.5 Where a customer is considered by the officer to have slandered them legal advice should be sought.

28 Elected Member involvement

28.1 If a complaint contains reference to an Elected Member or the decision of a Committee, relevant Members should be notified that a complaint has been received and asked for their version of events. Relevant Members should also be given the opportunity to comment on the wording of any complaint reply – in so far as it relates to Elected Member activity.

28.2 Where a Councillor requests details of a customer complaint, the officer investigating the case should check what the involvement of the Councillor is and whether the customer would want the details sharing with another party. At all times the confidentiality of the customer must be respected.

29 Passing on customer comments and compliments

29.1 Any verbal or written contact from customers containing suggestions or comments on service delivery should be passed on to the appropriate Service Manager.

29.2 Any correspondence that contains compliments from the customer should be passed on to the appropriate service or to the member of staff and their line manager where it refers to the actions of an individual officer.

30 Putting things right

30.1 The main criteria that should be used to determine whether any sort of complaint remedy is appropriate is whether any errors were made by the Council and whether these caused any injustice or inconvenience to the customer.

- 30.2 If the Council has been at fault the situation might be remedied through an apology, an action to repair or correct something, an agreement with the customer to do something differently or a rebate or compensation or through a combination of these as appropriate.
- 30.3 If the Council is making a change to services or procedures as a direct result of a complaint it is also important to inform the customer about this.
- 30.4 The Ombudsman considers that any remedy should be appropriate and proportionate and should, as far as possible, put the complainant in the position he or she would have been in but for the problem or error.
- 30.5 Section 92 of the Local Government Act 2000 gives Councils a general power to pay compensation or take other remedial action. However, money is not the only or necessarily the best remedy.
- 30.6 Any compensation payment has to be agreed with the budget holder for the particular service. Ideally it should also be discussed and agreed (in advance of payment) with the customer. Any compensation payment has to be fully justified.

31 COMPLAINT CORRESPONDENCE

Checking

- 31.1 A draft complaint reply should be checked with staff involved in assisting in the compilation of information. Check the draft against the customer's original complaint to ensure that the key issues have been covered.

Clarity

- 31.2 Arial 12 font should be used for ease of reading. Arial 16 is recommended as the smallest font where customers ask for a larger print size. Plain language and 'active' verbs should be used. The Plain English Campaign website provides further advice on the use of plain language.

Copying

- 31.3 The final written reply to a complaint should be copied (and thanks given) to staff who assisted by providing information.
- 31.4 If a complaint is sent via a Councillor or if the complaint letter is copied to a Councillor the member concerned should receive a copy of any Council correspondence on this between first receipt and final reply.

32 FOLLOW UP ACTION

Carrying out promised actions

- 32.1 If action is agreed in the response to the customer it needs to be followed through. Action might include promising that a particular officer will pay a follow up visit, an undertaking to carry out a repair or promising that the issue would be reported elsewhere. The person responsible for the complaint reply needs to ensure that this happens.

Learning from complaints

- 32.2 Issues raised by a complaint or a serious of complaints may suggest the need for service improvements. Any improvement made should be recorded against the relevant complaint(s) as a 'corrective action'.
- 32.3 Any improvements should be reported as part of the annual reporting on complaints. This should not be carried out in isolation but should be part of the continuous improvement process.

33 STAGE 2 COMPLAINTS

Additional issues should be considered when handling a complaint at stage 2.

Head of Service/Director involvement

- 33.1 Ensure that issues are brought to the attention of senior management preferably prior to a response being issued to the customer. This is particularly important in the event that a complaint has been received via a Councillor. It should be remembered that Directors will come into regular contact with Councillors via meetings and relevant committees and it is important that they receive details of complaints.

Reporting findings

- 33.2 Once a complaint has been investigated a draft letter or report should be put together summarising the complaint, the investigation undertaken, the findings and any recommendations following the investigation. This should be circulated to those involved with the investigation as well as relevant heads of service and comments should be received and taken on board before a final reply is sent to the customer.

34 OMBUDSMAN COMPLAINTS

- 34.1 At all stages of the complaints process complaints should be looked at on the basis of "how would this look to an outside body" (eg the Ombudsman).
- 34.2 If the Ombudsman receives a complaint and does not consider that the Council has had a proper chance to consider it, they will normally refer it to the Council giving the authority 12 weeks to deal with it through its complaints procedure (stage 1 and 2). To prevent an unnecessary Ombudsman investigation every effort should be made to ensure that the complaint is thoroughly investigated and resolved within this time period.

Advice to Elected Members

- 35.1 One of the roles of an Elected Member is to assist constituents where there may be problems with the Council. This code recognises the representational role of local Councillors as an important part of local democracy.
- 35.2 If a constituent, who appears to have received a poor service in some way, approaches an Elected Member, it is recommended that the elected member deals with this as a complaint against the Council. Examples of complaints would include mistakes made or long delays experienced.
- 35.3 It is helpful if the Elected Member identifies how far the constituent has already gone in raising the problem with the Council. If the matter has not been brought to the attention of the service before then the complaint is at stage one. The complaint should be advised to contact the Complaints Officer for the department concerned. Alternatively the elected member may make a complaint on the constituent's behalf, either to a Complaints Officer or to the appropriate Head of Service.
- 35.4 Once a complaint has been raised on behalf of the customer it will be dealt with in accordance with the provisions of this code.
- 35.5 Some complaints may turn on a matter of policy. An Elected Member would then have the option of advising the complainant about the existing policy or raising the possibility of a change in policy, perhaps by reference to the appropriate body.

Contact details*

COMPLAINTS OFFICERS	
DEPARTMENT	KEY SERVICES
<p>Customer Relation Officers (Amanda Moore, Paul Taylor) (2nd tier complaints) Department of Customer Services FREEPOST BD75 Britannia House, Hall Ings Bradford BD1 1HX Tel: 437858 & 437464 Fax: 742465 complaints.officer@bradford.gov.uk</p>	<p>Council Tax, Rates, Housing Benefits, Miscellaneous Accounts/Debt Recovery, Accountancy and Audit, Legal and Democratic Services, all Elected Member Services, Asset Management, Cash collection offices, Registrars Offices. Council Contact, One-Stop Shops</p> <p>Anything which cannot be referred anywhere else.</p>
<p>Council Contact Call Centre <i>Please note contact only by:-</i></p> <p>Telephone: 431000 Facsimile: 740456 vscomplaints@bradford.gov.uk</p>	<p>All refuse collection and cleansing, weeds, grass cutting, street light repairs, potholes, gritters, grounds maintenance, highways & footpaths, gullies, public conveniences, bulk collections (free & paid), paid fridge/freezer collection, fly tipping, recycling schemes, street sweeping, litter picking, trade waste and general wheeled bin enquiries and complaints [missed wheelie bins, missed bag collections, stolen bins, replacement bins]. All visible services [any service you can see] for Service Requests and Complaints</p>
<p>The Complaints Officer Melanie Wilson (Dawn Priestley) Cleansing Services Harris Street Depot, Harris street Bradford BD1 5HU Tel: 432411 Fax: 432832 melanie.wilson@bradford.gov.uk</p>	<p>Waste Management</p>
<p>The Complaints Officer Brian McClay (Janice Sefton) Department of Social Services FREEPOST BD2400 Olicana House, Chapel Street Bradford BD1 1BR Tel: 432987 Fax: 432916 brianmcclay@bradford.gov.uk</p>	<p>All Social Services</p>
<p>The Complaints Officer Diane Booth (Carol Morgan) Environmental Health 6th Floor, Jacobs Well Bradford BD1 5RW Tel: 434474 Fax: 432109 diane.booth@bradford.gov.uk</p>	<p>Environmental health matters (See also Private Sector Housing unit). Grit & dust problems, Gypsy sites & illegal encampments, Welfare/H&S at work, Stray horses & Animal welfare, Needle exchange services, Pollution –air & water, Nuisances – noise & animal, Odours, Food Hygiene, Pest control, Smoke, Sunday Trading, Fly tipping, Car/Burglar alarms, Asbestos, Bonfires, Dog/animal wardens & fouling, Contaminated land, Industrial diseases, Private water supplies, Licensing - dairies, piercing, tattooing, wild animals, kennels & acupuncture.</p>
<p>The Complaints Officer Paul King (Kate Davies) Department of Arts, Heritage & Leisure Ground Floor, Jacobs Well Building Bradford, BD1 1RW Tel: 432654 Fax: 434676 paul.king@bradford.gov.uk</p>	<p>All recreation facilities, libraries, museums and art galleries although the complainant is often best served by talking first to the facility Manager. Bradford Theatres, Landscape Services, Cemeteries and Crematoria. Community Recreation Services.</p>

<p>The Complaints Officer Gerry Diamond Department of Transportation, Design & Planning FREEPOST 8th Floor, Jacob's Well Building Bradford BD1 5RW Tel: 437195 & 437401 Fax: 433767 tpcomplaints@bradford.gov.uk</p>	<p>Highways, highway maintenance, planning applications, building control, car parks, conservation, countryside – right of way, Unitary Development Plan.</p>
<p>The Complaints Officer Clare Rogers (Louise Hanney) Department of Regeneration and Housing Co-ordination and Performance Unit 4th Floor, Olicana House 35 Chapel Street Bradford BD1 5RE Tel: 434800 Fax: 01274 434611 louise.hannay@bradford.gov.uk</p>	<p>Company expansion and relocations, City and Town Centre Management, European Business Information, Regeneration Policy Research, UK and EC Government Funding, SRB (Single Regeneration Budget), New Deal for Communities, Little Germany Urban Village Company. Private Sector Housing inf.</p>
<p>The Complaints Officer Dot Haynes Department of Community Development & Lifelong Learning Quality Audit Team 1st Floor, Jacob's Well Building Bradford BD1 5RW Tel: 432695 Fax: 434428 dot.haynes@bradford.gov.uk</p>	<p>Neighbourhood Support Service. Community Development Service. Commissioning, Student Grants and Education Maintenance Allowance. Youth Service. Early Years and Childcare Service. Skills for Work Service.</p>
<p>The Complaints Officer Department of Regeneration and Housing 6th Floor, North Wing (Use contact details for Clare Rogers)</p>	<p>Private Sector Housing (including relevant Environmental Health issues), Disabled Facilities Grants, Home Improvement, Supporting People, Development and Enablement and Housing Strategy Strategy</p>
<p>Legal Services</p> <p>Christine France, Ombudsman Liaison Officer Tel ext 3598</p>	

External contacts

Contact details	
<p>Local Government Ombudsman Beverley House 17 Shipton Road York YO30 5FZ Phone 01904 380200 Fax 01904 380269</p>	<p>For complaints about maladministration where the complaint has already been dealt with through the Council's complaints procedure</p>
<p>The Standards Board for England 1st Floor, Cottons Centre Cottons Lane London SE1 2QG United Kingdom</p> <p>Enquiries; 0845 078 8181 Complaints; 0800 107 2001</p> <p>Fax; 020 7378 5001</p> <p>Email enquiries@standardsboard.co.uk</p>	<p>For complaints about the conduct or actions of individual Elected Members.</p>

* Details as of 8 November 2004