

# Your Right To Complain

- ▼ Our ambition is to be the #BestCouncil that we can be for our residents and we want everyone to be safe, well, prosperous and connected.
- ▼ Our Customer Service Standards set out what you can expect from us when you contact the council.
- ▼ We make every effort to make sure that our services are of the highest standard. We want to know if you have any concerns about the service we offer.
- ▼ By making a complaint, you ask us to look again, at whether we have treated you properly. We will try to put right anything that has gone wrong.

## How To Complain

- ▼ Wherever possible we aim to resolve complaints at the point of service delivery and as quickly as possible. We encourage you in the first instance to contact the service you wish to complain about. The service will do all it can to put things right and resolve the issue informally.
- ▼ If it is not possible to resolve your complaint informally, the complaint will be investigated through the relevant formal procedure.
- ▼ We endeavour to acknowledge all complaints within 1 working day. We will investigate your complaint within set timescales and provide you with feedback.
- ▼ You can make a complaint on-line, by letter, email, telephone or by using this form.
- ▼ Adults can ask the Cloverleaf advocate for support in making a complaint on 01724 854952.
- ▼ Visit: [www.northlincs.gov.uk/complaints](http://www.northlincs.gov.uk/complaints) for further details, relating to our Customer Service Standards and the Customer Complaints & Comments Policy.



