



WOKINGHAM
BOROUGH COUNCIL



Complaints policy



How to tell us you are unhappy
with our service and what we
will do



WOKINGHAM
BOROUGH COUNCIL



About our Policy

We are Wokingham Borough Council.

We always try to give you the best service.



But we know that sometimes things can go wrong.

You might not be happy with the service you get from us.



If this happens, you can **complain**. This is when you tell us you are not happy.



If you complain to us, we will follow the rules in this **policy**.

A **policy** is a set of rules about how to do things.

Things you can complain about using this policy



We run lots of different services for people living in Wokingham.

We have different ways you can complain about different services.



You can use this policy if you want to complain about:

- something we did or how you were treated



- something we have decided to do or change



- a service you have had from us

Who can complain



You can complain to us yourself or you can ask someone else to complain for you.



If someone else complains for you, you must tell us that you are happy with this.



You can email us at:
customerrelations@wokingham.gov.uk



You should usually complain to us within 12 months of a problem happening.



How to complain

You can complain to our **customer relations team**. This is our team that looks at complaints.

You can do this:



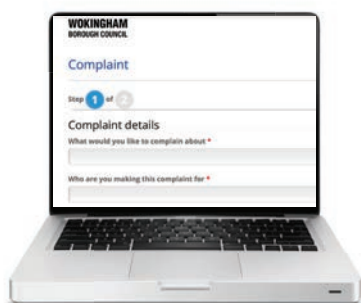
- **in person by coming to**
Wokingham Borough Council
Shute End
Wokingham, Berkshire
RG40 1BN



- **by phone**
0118 974 6000



- **by email:**
customerrelations@wokingham.gov.uk



- **online:**
www.wokingham.gov.uk/complaints

What we will do



When you first tell us about your complaint, we will see if we can sort things out straight away.



We will get in touch within 5 working days to tell you what we will do about the complaint.



If you are not happy with our answer you can make a **formal complaint**.

A **formal complaint** means we will look more closely at what has happened.



There are 2 stages to a formal complaint.



Stage 1



We will send your complaint to the service you are complaining about.

Someone from the team who knows how to deal with complaints will look at it.



They will tell you they have got your complaint in 5 working days.

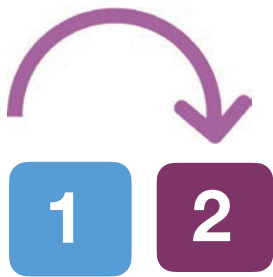


The person might need to ask you some more questions.



They will get in touch again within 10 days.

They will tell you what they found out and what the service will do about it.



Stage 2

If you are are not happy with what we said at the end of stage 1, you can ask to move to stage 2.



To move to stage 2 you need to contact our **customer relations team**. How to contact the team is on page 5.



For us to look at your complaint again you need to:

- ask us within 1 month of getting an answer to Stage 1. If it is longer than 1 month, please tell us why

and



- tell us why you are not happy with the answer after stage 1



We will get in touch within 5 working days to tell you we are looking at your complaint.



We will get back in touch with you within 20 working days to tell you:

- what we found out

and



- what we will do about your complaint

Putting things right



If we have made a mistake, we will say sorry.



We will sort out the mistake in the time we said we would.



We will change how we work to make sure the problem doesn't happen again.

Ombudsman



If you are still not happy after stage 2, you can ask the **Ombudsman** to look into your complaint.



The **Ombudsman** will look at how we dealt with your complaint. They will check we have:

- looked at your complaint properly and fairly



- done the best we can to help you with your complaint



We will tell you how you can contact the ombudsman.



How we will treat you

When you complain, we will:



- try to sort the problem as quickly as we can



- treat you fairly



- learn from things we have got wrong



- not treat you differently because you complained

How you should treat us



When you complain, please:

- treat us with respect



- do not shout at us or threaten us



- do not get in touch with us too much before we have finished looking at your complaint



We can make rules about how and when you can contact us if this happens.

Keeping your information safe



To look at your complaint we need to know some personal information about you.

Things like:



- your name and address



- information about your complaint



We will keep your information **confidential**. This means only people who work for us will see it.



When a complaint is finished we will keep the information about a complaint for 6 years.

How to get in touch with us



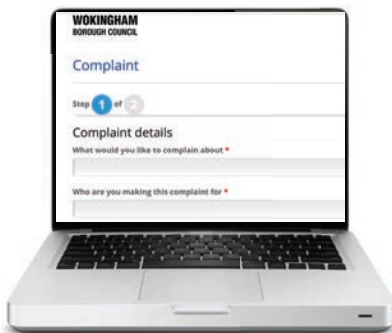
By phone

0118 974 6000



By email:

customerrelations@wokingham.gov.uk



online:

www.wokingham.gov.uk/complaints