

Your concerns are our concerns...

Test Valley Borough Council is committed to delivering public services which meet the highest possible standards.

If you are concerned that we have:

- Failed to do something
- Not done something properly
- Been unfair or unreasonable
- Mismanaged something...

then it is most definitely our concern too.

Feedback from our customers is the best possible way to identify improvements to our services in the future.

We hope that the simple steps outlined in this leaflet will help find an answer to your concerns as quickly as possible.

If you have any comments, or suggestions about the complaints procedure, or specific comments on how we handled your complaint, or wish to highlight examples of good practice, please do not hesitate to let us know.



Roger Tetstall CHIEF EXECUTIVE

Notes

• Anonymous Complaints

If you have a concern but do not want the Council to know your personal details, you can contact us anonymously. Please note however, that although we may investigate and act upon the matter raised, we will be unable to give feedback on the outcome.

• Freedom of Information

The complaints process may also be used to register a complaint about the Council's response to a request for information under the Freedom of Information Act 2000.

• Behaviour of Councillors

If you wish to make a complaint about a Councillor you should ask for a copy of the leaflet 'Code of Conduct for Elected Members (COC1 & COC2)' from the Council, or contact:

The Standards Board of England, PO Box 36656, London, SE1 0WN

Tel: 0800 107 2001

Fax: 020 7378 5005

Email: referrals@standardsboard.co.uk

Web: www.standardsboard.co.uk

Contacts

Useful contacts

CAB Andover 01264 365534 Romsey 01794 516378

www.citizensadvice.org.uk

Age UK 0800 169 6565

Hampshire County Council 0300 555 1375 info@hants.gov.uk

Aster Communities 0333 400 822

Local Government Ombudsman 0300 061 0614 www.lgo.org.uk

www.testvalley.gov.uk and follow the links to Complaints

Email: complaints@testvalley.gov.uk or chiefexec@testvalley.gov.uk

Test Valley Borough Council

Beech Hurst, Weyhill Road, Andover, Hampshire. SP10 3AJ

Tel: 01264 368000 or 01794 527700

This information is available in alternative formats on request.

02/14

Test Valley Borough Council

www.testvalley.gov.uk

If you have a
complaint

The steps you should
take if you feel you have a
complaint or concern with
Test Valley Borough Council

Test Valley
Borough Council 

Complaint? The steps to take.



First step

If you are concerned about something you can speak to your local councillor or you can write, telephone or come into the Council Offices.

Please be exact and include as much information as possible about the nature of your concerns.

If you would like to speak to someone, it might be helpful to make an appointment first so that the right person will be available when you come in. On receipt of your complaint the Council will assess the best way to address the issues you have raised, and your concern will be dealt with by the Head of Service and/or Officers responsible for that area, as appropriate.

In most cases, we will be able to resolve a concern or complaint within 10 working days. If this is not possible for any reason, we will let you know why, and tell you when you can expect to hear from us.

Second step

Contact the Chief Executive

If you are still unhappy about the way the Head of Service has dealt with your concern, telephone, e-mail or write to the Chief Executive or follow the links on the Council's website or use the enclosed FREEPOST form.

Complaints are taken very seriously. Every effort will be made to ensure that you are satisfied with the outcome.

Your form will go straight to the Chief Executive and he will involve the people in charge of the relevant service and investigate your concerns.

You will receive an acknowledgement within three working days and a response within fifteen working days. If this is not possible we will contact you to let you know why, and when you can expect to receive the response.

Third step

Your further complaint options

If you remain dissatisfied with the findings and decisions of the Chief Executive, or with the overall handling of your complaint, there are further options which you may pursue, and which the Council's Complaints and Improvements Officer can guide you through.

The Local Government Ombudsman

If you are not satisfied with the outcome of your complaint to the Council the Local Government Ombudsman may be able to help you. The Ombudsman independently investigates complaints against local Councils and will consider complaints about:

- administration faults, such as the Council making a mistake or not following its own rules
- poor service or no service
- delay
- bad advice

Below are some areas that are not covered by the complaint process.

- Requesting a service for the first time
- Reporting a defect for the first time
- When you are already entitled to seek a review of the Council's decision, for example, through Planning Appeal or the Benefit Review Process.

There are some things we cannot change and they are:

- If our actions are required by law or national policy
- If our actions were determined properly in accordance with the Council's policies and procedures, for example, planning, licensing and cabinet decisions. In such cases we will be able to advise you of alternative contacts, for example, your local MP or Borough Councillor.

There are some local services that are provided by other organisations:

These include:

- Road and pot hole repairs:
Hampshire County Council **0300 555 1388**
- Local housing stock, including maintenance and repair, graffiti, and some neighbourhood issues:
Aster Communities **0333 400 8222**
- Education and Children's Services:
Hampshire County Council **0300 555 1384**