

# Are you satisfied with Council services?



## Making comments, compliments and complaints

A leaflet for users of Council services

Better City Life



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



The Council aims to provide high quality services, but things do go wrong from time to time. If you think we have let you down, please tell us in order to give us a chance to put things right. Feedback from our customers will allow us to look at our services in order to prevent similar problems in future. Positive feedback will tell us that we are on the right track.

## COMPLAINTS

How do I complain?

**Informal stage** – if you are already dealing with a Council officer or you know which officer to contact, you may wish to raise an issue face-to-face, by telephone, email or in writing. Often, matters can be successfully resolved at this stage. If you are unsure about which part of the Council is responsible, please telephone Enquiryline on **020 7361 3000**.

**Stage 1** – if you are unhappy about the response to your initial complaint, you should tell the officer with whom you have been dealing that you wish to take your complaint further. Or you might wish to complete the attached form and send it to the relevant department. If you are complaining about the way in which a particular officer has dealt with you, your complaint will be looked into by a third party. Your complaint will be acknowledged. You should receive a full reply within 15 working days.

**Stage 2** – if you are dissatisfied with the response to Stage 1, let us know. The head of the relevant section will investigate further and should respond fully within 15 working days.

**Stage 3** – if you are still unhappy, the relevant Director or Executive Director will review your complaint and respond within 15 working days.

If, having received a letter from the Director or Executive Director, you wish to take the matter further you can take up your complaint with the Local Government Ombudsman:

## The Local Government Ombudsman

The Local Government Ombudsman is an independent service that investigates complaints about councils. You can seek advice from the ombudsman at any time but they will refer a complaint back to us if you have not been through our complaints procedure. They are contactable as follows:

### Local Government Advice Team:

**Telephone:** 0300 061 0614

**Website:** [www.lgo.org.uk](http://www.lgo.org.uk)

**Email:** [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

**Fax:** 024 7682 0001

**Text:** 'call back' to 0762 480 4299

**Write to:** Local Government Ombudsman, PO Box 4771,  
Coventry CV4 0EH

### Are all complaints handled the same way?

Nearly all. There are, however, separate arrangements for dealing with adult social care, children's social care, schools, and planning applications. If you are unhappy with a decision about these services the letter notifying you of the decision will explain how to complain.

## COMPLAINTS ABOUT COUNCIL CONTRACTORS

If you wish to complain about the services provided by a Council contractor, details are given on the following page.

### The Tenant Management Organisation (TMO)

Has a separate complaints process. You can contact the Customer Relations Manager on **020 7605 6401** to discuss your concerns or obtain the leaflet 'How do I Make a Complaint?' Alternatively you can email [jburke@kctmo.org.uk](mailto:jburke@kctmo.org.uk)

**Waste collection** – for information on how to complain about waste collection contact Streetline on **020 7361 3001** or email **streetline@rbkc.gov.uk**

**On-street parking** – The conditions that we would consider as complaints are explained in the Parking Operations Complaints form, which is available from the address below, or by telephoning parkingline on **020 7361 3004**.

Please note that we will not treat a complaint about the issue of a Penalty Charge Notice, a response to a Notice to Owner or a Clamp and Removal representation through our Formal Complaints process unless someone is making a formal complaint about the behaviour or attitude of the contractor in carrying out their duties.

Any formal complaints to Parking Operations can be directed, in writing, to:

**Parking Operations**  
**Town Hall**  
**Hornton Street**  
**W8 7NX**

**Sports Centres** – please contact the General Manager at Kensington Sports Centre or the General Manager at Chelsea Sports Centre in the first instance. In the event that you do not receive a satisfactory response then the matter should be escalated to the Cannons Contract Manager who is based at Cannons House, 40-44 Coombe Road, New Malden, Surrey, KT3 4QF.

## What about my local councillor?

You can of course contact your local Councillor at any stage. You can get their names from any of the Council's information offices or from the Council's website ([www.rbkc.gov.uk](http://www.rbkc.gov.uk)).

## EXECUTIVE DIRECTORS / DIRECTORS

All directors are based at the Town Hall, Hornton Street, W8 7NX unless stated otherwise.

**Derek Myers**, Town Clerk and Chief Executive

### Corporate Services

**Nicholas Holgate**, Executive Director, Finance, Information Systems and Property

**George Bishop**, Director of Personnel and General Services

**Tony Redpath**, Director of Strategy and Service Improvement

**Michael Cogher**, Director of Legal Services

### Family and Children's Services

**Libby Blake**, Executive Director

**For schools matters:** Contact the relevant head teacher

### Housing, Health and Adult Social Care

**Jean Daintith**, Executive Director

For Adult Social Care complaints telephone **020 7361 2552**

### Transport, Environment and Leisure Services

**Tot Brill**, Executive Director

(Council Offices, Pembroke Road, W8 6PW)

### Planning and Borough Development

**Jonathan Bore**, Executive Director



## Complaints, Comments or Compliments

You can use this form to make a complaint or suggestion about Council services. You may want to use it to compliment us on something. You can hand in the form at any Council reception or post it direct to the relevant officer.

Your name \_\_\_\_\_

*(Please print)*

Your address and postcode \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number and/or email address for contact purposes

\_\_\_\_\_

Do you wish to make a: Complaint  Suggestion  Compliment

Do you want us to reply? Yes   
No

If you wish to report a racist incident please tick this box   
and leave your contact details. An officer will contact you.

**[Note for Complaints Officers: If this box is ticked, please ensure the Community Relations Team is informed – TEL: 020 7598 4633]**

Please give details of your complaint/suggestion/compliment here:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*(continue on a separate sheet if necessary)*

Your signature \_\_\_\_\_ Date \_\_\_\_\_

## Your personal profile

This part of the form is optional – any information provided below will not affect the way in which your comment or complaint is handled. However, it will help us to find out more about whether we are providing an equal level of service to all.

### Race

How would you best describe your race or ethnic group?

#### White

British  Irish  Other European  Any other White background

#### Black or Black British

Caribbean  African  Somalian  Any other Black background

#### Asian or Asian British

African Indian  Indian  Pakistani  Bangladeshi   
Any other Asian background

#### Mixed

White and Black Caribbean  White and Black African   
White and Asian  Any other Mixed background

#### Any other group

Moroccan Arab  Other Arab  Chinese  Filipino   
Any other ethnic background

### Gender

**Are you:** Male  Female

**Age:** Under 16  16-19  20-29  30-59  60-74  75 and over

### Disability

Are you disabled? Yes  No

If yes, what is the nature of your disability?

Physical impairment  Learning difficulty   
Hearing impairment  Mental health   
Visual impairment  Other

## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details overleaf.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفاً از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

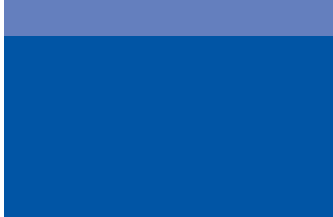
A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.



**For additional copies of this leaflet and for translations please contact:**

**Customer Services**

**The Town Hall**

**W8 7NX**

**email: [customer.services@rbkc.gov.uk](mailto:customer.services@rbkc.gov.uk)**

This information can also be made available in large print, Braille or on audio tape or CD on request. Please contact **Customer Services**.

**Data protection Act 1998:**

This information will only be used for the processing of your complaints, compliments or comments. Please address any data protection enquiries to the Data Protection Officer, Room N101, Town Hall, Hornton Street, London W8 7NX.



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA