

Tell Us What You Think

Comments, Compliments and Complaints

We want to provide you with a great service, but you might want to suggest improvements, or you might want to compliment us on getting it right. When something goes wrong we would really like to hear your concerns

Comments - you may wish to give us an opinion on our services, provide ideas for how we can improve our services, pose a question, or give a review on our web site. You can do this on-line at www.huntingdonshire.gov.uk or use one of our Social Media channels.

Compliments - A compliment can be about a service, a team or a member of staff. We would like to hear about it if you have received excellent customer service for example, staff have been helpful, professional and clear in their advice. Compliments will be shared as good practice and in the training of new staff.

You can provide feedback on-line at www.huntingdonshire.gov.uk or talk to our Customer Service Team by telephone on 01480 388388 or use one of our Social Media channels.

"Thank you so much for your time and effort I appreciate it a lot".

"Thank you so much for explaining the process about Housing Benefits. Everything is clear for me now"

Complaints - We want to know if you are dissatisfied with our services. We encourage any customer who has a concern to first speak to a member of staff in the relevant service area. If the problem can be solved on the spot, then there may be no need for the issue to go through the formal complaints process. However if the service is unable to resolve your complaint or you would like a formal response, you can request this via our website:

www.huntingdonshire.gov.uk by phone: 01480 388388, letter or by visiting us in person.

There are some situations that we wouldn't take through the complaints process, for example one missed bin collection, as we need the opportunity to put this right; or where the matter has its own appeal process such as Planning, Benefit, Housing decisions, or parking fines. Complaints about a Councillor will be handled by the Monitoring Officer. Some complaints are expressions of dissatisfaction with the Council or Government policy as opposed to the Council's failure to live up to service standards. The Council will do its best to explain the policy and the reasons for it. Further information on our Complaints Process can be found [here](#).

Visit our website:

For more information, visit our website at www.huntingdonshire.gov.uk or scan the QR code with your smartphone.



We aim to:

- Acknowledge your complaint within 5 working days of us receiving it.
- Fully investigate and respond within 20 working days. If we are unable to meet this timescale we will write to you to let you know what action we are taking and when you can expect a response. At Stage 1, your complaint may be handled by a team member who was involved at any previous resolution stage.

Your complaint will be dealt with in confidence and will only be discussed with those who need to know. We will contact you by email or letter, or telephone if you wish.

If you are not satisfied with the outcome of your complaint, then you can request that the complaint be passed to Stage 2 in the Council's complaints process. It will then be reviewed by the relevant Senior Manager or a manager who is independent of the service that is the subject of the complaint.

Once the complaint has been fully addressed through the Council's complaints process it will be considered closed. However, you can contact the Local Government and Social Care Ombudsman (LGO). The LGO investigates complaints about service failures. The LGO will not usually investigate a complaint until the council has had the opportunity to fully investigate first.

Our Senior Leadership Team value regular monitoring of trends and our performance in handling complaints and we report to our Corporate Governance Committee on an annual basis.

Service Improvements from recent complaints include:

- Improvements to Planning Application Validation Process
- Parking machine keypads now kept in stock for quick replacement
- Telephone provider changed
- Grass cutting maps updated