

Sefton@Work

Customer Comments, Compliments, Complaints Procedure

Sefton@Work is committed to continually improving the quality of services provided to our clients. We welcome all comments, compliments and complaints that will help us to provide the right services for our customers.

We would like to receive your compliments when we do something right and your comments suggesting how we might do something better or differently, so that we can do our best to put the matter right as quickly as possible.

As a department of South Sefton Partnership and Sefton Council we follow the Council's corporate complaints procedure.

If you would like to make a comment, complaint or compliment, could you please follow Step 1 of our procedure, and complete our "Comments, Compliments and Complaints Form" and return it to the Sefton@Work Manager. Alternatively you can make a phone call or appointment to see the Manager.

The Manager will respond to you in writing within ten working days. We hope that any concerns that you may have can be resolved through this process.

However, if you are not satisfied with the response you receive, you can follow the steps below, which explain how to make a complaint if:

- We do something wrong
- We fail to do something you expect
- You were not treated courteously by a member of staff

In the instance where a comment or complaint is made anonymously, the matter will be logged on the Comments, Compliments and Complaints Form and the Manager will investigate the issue and take the appropriate corrective action, as required.

<p>Step 1</p>	<p>Complete a “Comments Compliments or Complaints Form” and send this to</p> <p>The Manager Sefton@Work 286 – 288 Stanley Road Bootle Merseyside L20 3ER, Tel: 0151 934 2611 Email: seftonnetwork.info@sefton.gov.uk</p> <p>We will try to answer your complaint within 10 working days. If the problem cannot be solved in that time, we will explain why there is a delay and say when we expect to sort out the matter.</p>
<p>Step 2</p>	<p>If you are not satisfied with the response you receive, write to the</p> <p>Chief Executive's Department Town Hall, Southport PR8 1DA Tel: 0845 140 0845 Email: BSU.Chex@sefton.gov.uk or complete the on-line complaints form at www.sefton.gov.uk</p>
<p>Step 3</p>	<p>If the matter is still not resolved, contact the Chief Executive who will review the case. Remember, you may at any time refer the matter to your local Councillor who will be happy to take up the complaint on your behalf. A list of Councillors can be found in the Council Information section of the www.sefton.gov.uk website or can be provided on request.</p>
<p>Step 4</p>	<p>If, after going through steps 1- 3 you are still not satisfied with the response, you can take your complaint to the Local Government Ombudsman at:</p> <p>Local Government Ombudsman Beverley House 17 Shipton Road York YO30 5FZ Tel: 0300 061 0614 or 0845 602 1983 www.lgo.org.uk</p>

Comments, Compliments and Complaints Form

Name: _____

Address: _____

_____ Post Code _____

Phone Number: _____ Mobile: _____

Comment/Compliment/Complaint

Please detail below the nature of your comments, compliments or complaints, and return this form to Sefton@Work, 286-288 Stanley Road, Bootle, Merseyside L20 3ER. Alternatively you can fax this form to us on 0151 922 2463, or email us at seftonatwork.info@sefton.gov.uk

Signed _____

Date _____