

How to make a complaint to Sefton Council

JANUARY 2019





The Council will always try to do the best for people, but we know sometimes things go wrong.

If you are unhappy with the service you got from the Council this is how you can complain.

The Council wants to:

- Do the best for people
- Listen to peoples ideas
- Help the Council get better
- Be proud of Sefton
- Do things quickly and well



This Making a Complaints guide is to make sure that:

- It is easy to tell us something is not right
- People are listened to
- How we do it is clear
- We respond in the right times
- We say we will learn and change when we make a mistake



We will always tell our staff if you think they have done a good job.



This guide will tell you what happens when you make a complaint and how it is done.



A complaint is when you are unhappy with the service you are receiving. We want you to tell us.

This is how to complain about Council services. It is **not for complaints about Social Care**. It is for things like:

- Bins
- Council Tax
- Dog poo
- Litter



You can find out about how to complain about social care on the Council website.

Anonymous Complaints



We will keep your complaint private. If you want us to contact you to tell you what has happened, we will need to know your name and address.

You have a right to complain. You will not get a poorer service if you do.

How to Make a Complaint



These are the ways that you can complain

- Online [Click Here](#) or search on Sefton Council's website for 'complaint'.
- Telephone 0345 140 0845



In writing or face to face in our one stop shops -



Bootle Office

324-342 Stanley Road
L20 3ET

Southport Office

Cambridge Arcade
Southport
PR9 1DA

Social Media @seftoncouncil



What will you do with my complaint?

We want to sort out the concern as soon as we know about it.

We will speak to the right team in the council. If this does not answer the concern then we will follow these next steps.

Step 1 - What happens next

- The complaint is sent to the right team in the council.
- If you will need an advocate to help you speak up this will be noted.
- We will tell you we've got your complaint in 3 week days.
- The part of the council that is looking into your complaint will reply within 15 week days.



If your not happy with the response to your complaint it will move to stage 2.

Stage 2 - Further Investigation

- A service manager will look into your complaint in more detail.
- It will be done within 10 week days, if this can't be done we will let you know.
- All the information used in the complaint will be put on the complaints computer system which is called I-Casework.





If after stage 2 investigation you are not happy with the response you can take it further.

The Local Government Ombudsman are a team of people who look into complaints about councils.



For more information please [click here](#)

Or search for LGO on the internet

You can also call 0300 061 0614



How we get better

We look at the complaints we receive and make changes to services that we need to.

We may contact you to talk about how we dealt with your complaint.

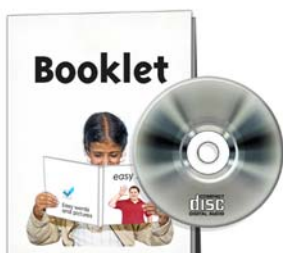
This guide will be reviewed every two years.



Data Protection Act

We will keep all your information safe.

We will follow the law about data protection when we deal with a complaint.



If you need this information in a different way, such as audio or in a different language please ring 0345 140 0845