

# Customer Feedback

Putting our  
customers first



We welcome our customer's views and we are committed to providing you with an excellent service. Complaints, compliments and suggestions are a valuable source of feedback.

**[wolverhampton.gov.uk](http://wolverhampton.gov.uk)**

# Customer Feedback

*Putting our customers first*

## Please tell us if you

- Are unhappy with the service you have received (complaint)
- Have received a good service (compliment)
- Have any suggestions for improvement of our services (suggestion)

## Here to help

If you are thinking of making a complaint and would like to speak with us, you can call the customer feedback helpline on **01902 551901**.

## How to make a complaint, compliment or suggestion

- Complete a form online at [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)
- Email us at [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk)
- Return this form to  
**Customer Feedback Team**  
**City of Wolverhampton Council**  
Civic Centre  
St Peter's Square  
Wolverhampton  
WV1 1SH
- Call Customer Feedback on **01902 551901**
- **Call into the Civic Centre** and speak with a customer services advisor

### Alternative formats

You can get this information in large print, Braille, audio or in another language by calling **01902 551155**

# The Complaints Procedure

The council operates a two stage complaints procedure:

## Stage 1

When you make a complaint, we will acknowledge your complaint within four calendar days. Your complaint will be allocated to a senior manager for investigation. We will respond to you as quickly as possible but within 21 calendar days. If we need longer to investigate we will let you know and keep you updated with the progress.

## Stage 2

If you are not happy with the outcome of your stage 1 complaint, you can request to progress your complaint to stage 2 of the complaints procedure. We will acknowledge your complaint within four calendar days. Your complaint will be investigated by the Complaints Manager and a report will be prepared for the attention of the appropriate Director.

You will receive a copy of the report and response within 28 calendar days.

## Local Government and Social Care Ombudsman

Stage 2 is the final stage of the council's complaints procedure. If you remain dissatisfied with the outcome of your complaint, you can contact the Local Government Ombudsman at:

### Local Government and Social Care Ombudsman

PO Box 4771  
Coventry CV4 0EH

Tel: **0300 061 0614**

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

## Exceptions

In some cases we may not be able to deal with your complaint directly, this may be because they are covered by different procedures. The types of areas that we won't deal with through our complaints procedure include:

- Staff/ex-staff complaints about employment matters including grievances or disciplinary hearings
- Penalty Charge Notice appeals
- Benefit appeals about decisions or the rate of payment
- School admission appeals
- Cases where legal action has already started
- Cases covered by our insurance procedures
- Complaints about councillors
- Council tax banding decisions
- Complaints that are being investigated under statutory procedures for children, families and vulnerable adults
- Where the complaint has already been dealt with in another way, for example, by the courts or Ombudsman.

The council will always offer advice and assistance to customers wishing to make a complaint. If it is not appropriate to treat an issue under the corporate complaints procedure, as described above, we will refer you to the appropriate procedure or we will advise you on how to make your complaint elsewhere.

## How we use your information

The information provided by you will be processed in accordance with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2016/679, and any subsequent changes to data protection legislation.

City of Wolverhampton Council, Wolverhampton Homes and Partners will use the information to monitor the fairness of services provided, plan and develop future services, and to assist in providing tailored services. Any information you provide will be used for these purposes only and will remain confidential. For more details on how we use your information, please refer to the City of Wolverhampton Council's Privacy Notice at visit [www.wolverhampton.gov.uk/privacy-policy](http://www.wolverhampton.gov.uk/privacy-policy)

### Data Matching

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, see [www.wolverhampton.gov.uk/council/corporate/finance/corruption\\_fraud/nfi.htm](http://www.wolverhampton.gov.uk/council/corporate/finance/corruption_fraud/nfi.htm)

إذا كنت تحتاج إلى هذه المعلومات بتنسيق آخر (مثل أحرف مطبوعة كبيرة أو بريل أو تسجيل صوتي أو بلغة أخرى)، الرجاء الاتصال بمدير الشكاوى على 01902 551901 أو إرسال بريد إلكتروني إلى [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) وسنرسل هذه الوثيقة إليك.

অন্য কোন ফরম্যাটে আপনার এই তথ্যের প্রয়োজন হলে, (যেমন বড় মূদ্রণ, ব্রেইল, অডিও টেপ বা অন্য কোন ভাষায়), অনুগ্রহ করে অভিযোগ সম্পর্কিত ব্যাবস্থাপকের সাথে যোগাযোগ করুন 01902 551901 নম্বরে বা ইমেইল করুন [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) - এ এবং আমরা আপনাকে নথিটি পাঠিয়ে দিব।

در صورت نیاز به دسترسی به این اطلاعات در قالب های دیگر، (به عنوان مثال چاپ بزرگ، خط بریل، نوار صوتی یا به زبان دیگر)، لطفاً از طریق شماره تلفن 01902 551901 با آدرس ایمیل [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) با مدیر بخش شکایات تماس حاصل فرمایید و ما این برگه را به شما ارسال خواهیم کرد.

જો તમને માહિતી અન્ય પ્રારૂપમાં જોઈતી હોય, (ઉદાહરણ તરીકે મોટી પ્રિન્ટમાં, બ્રેઇલ લિપિમાં, ઓડિયો ટેપ અથવા અન્ય ભાષામાં) તો, કૃપયા 01902 551901 પર કમ્લેઇન્ટ (ફરિયાદ) મેનેજરનો સંપર્ક કરો અથવા ઇમેઇલ: [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) પર કરો અને અમે તમને આ દસ્તાવેજ મોકલશું.

अगर आपको यह जानकारी अन्य स्वरूप, (उदाहरण के बड़ा प्रिंट, ब्रेल, ऑडियो टेप या किसी अन्य भाषा) में चाहिए, तो कृपया 01902 551901 पर शिकायत प्रबंधक से संपर्क करें या ईमेल करें: [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) और हम यह दस्तावेज़ आपके पास भेज देंगे।

گەر نهم زانیاریانته له چوارچێوهکاتی تر دا پێویسته، (بۆ وینه جایی گهوره، بریل، شریتی دهنگ یان به زمانهکاتی تر) تکایه پهبهندی به پهڕێوهپهڕی سکالاکان ژماره 01902 551901 بگره یان به ناوئیشانی [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) نیمهیل بنێره. پاشان نیمه نهم بهلگهیهت بۆ دهنێرین.

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym formacie (np. w powiększonym druku, na kasecie magnetofonowej lub w tłumaczeniu na język obcy), prosimy skontaktować się z Kierownikiem ds. Skarg i Zażaleń pod numerem telefonu 01902 551901 lub za pośrednictwem poczty elektronicznej na adres [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) i wyślemy Państwu wymagane informacje.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਦੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ (ਉਦਾਹਰਨ ਲਈ ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੈਲ, ਆਡੀਓ ਟੇਪਰ ਜਾਂ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ) ਵਿੱਚ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01902 551901 ਤੇ ਸ਼ਿਕਾਇਤ ਮੈਨੇਜਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) ਤੇ ਈਮੇਲ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਭੇਜਾਂਗੇ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ میں درکار ہوں (مثلاً بڑے الفاظ، بریل، آڈیو ٹیپ یا کسی دوسری زبان میں)، تو برائے مہربانی منیجر شکایات کو اس نمبر پر فون کریں 01902 551901 یا اس پتے پر ای میل بھیجیں [customerfeedback@wolverhampton.gov.uk](mailto:customerfeedback@wolverhampton.gov.uk) تاکہ ہم یہ دستاویز آپ کو بھیج دیں۔

## About your feedback

Are you making a:

Complaint\*  Compliment  Suggestion

*\* If you are making a complaint, prior to completing this form can you consider calling the **Complaints Helpline** on **01902 551901**.*

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## Your details

Your name

Your address

Postcode

Daytime tel no.

Email

Signature

Date

## Please complete this section if you are providing feedback on behalf of someone else

Do you have their permission? Yes  No

Name of the person you are representing

Their daytime tel no.

Their email

Their relationship to you

Their address

Postcode

The signature of the person you are representing

## Your feedback

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### If you are making a complaint...

Have you complained about this before?      **Yes**     **No**

If **Yes**, which office or member of staff has been dealing with your complaint?

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What would you like to see as a result of your complaint?

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How would you prefer us to respond to your complaint?

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Did you find this document useful?      **Yes**     **No**

If **No** what would you change?

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