

I want to
complain,
make a
suggestion or
compliment a
council service

What do I do?



Feedback

Why is my feedback important?

We want to provide good-quality services for everyone but things can go wrong. If they do, we need to know so we can put them right and learn from them. We welcome all feedback about our services. Your feedback helps us to improve our services and helps us make sure that we treat everyone fairly. If you are not happy with something we have done or have not done, please let us know. We would also like you to let us know when we do something well or if you have a suggestion about something we could do better.

How can I give you feedback about your services?

You can give us feedback, including complaints, compliments, WOW nominations or suggestions in all of these ways:

- using the form in this leaflet (see page 7);



e-mail



letter



web



by phone



face to face



by fax

For the benefit of deaf, hard of hearing, speech-impaired and deaf blind people, all our telephones accept calls made using the Typetalk and TextDirect Relay Services. You can find out more about Typetalk and TextDirect by contacting RNID Typetalk on Freephone 0800 7 311 888 or Freetext 18001 0800 500 888.

Who can I contact?

We have different contact details for each department, so that you talk to an expert straight away. Please see pages 11 – 15. Or you can fill in the tear out form on page 7.

Did we **WOW** you today?

If you have received exceptional customer service you can nominate the member of staff for a **WOW!** award, a national and independent award scheme. You can fill in the form enclosed, pick up a nomination form from most council buildings or go on line: www.haringey.gov.uk/wowawards

Compliments and suggestions

How do you deal with WOW! nominations (and other compliments)?

When we receive a WOW! nomination or other compliment we will write to thank you within two working days. A senior manager will send a letter of congratulations to the staff member/s and we will submit exceptional ones to the WOW! organisation for consideration for a national award. We will present framed certificates to national award winners.

How do you deal with suggestions?

- We really value positive feedback and suggestions about how we can improve.
- When we receive a suggestion, we will write to thank you within two working days. A manager will let you know within 15 working days how we will put your suggestion into practice, or explain why we can't.

How do you make sure everyone is treated fairly?

- We recognise and value all of the people in Haringey.
- We want to make sure that everyone can give us feedback about our services.
- We want to make sure we treat you fairly when you give us your feedback.
- To help us treat you fairly, we ask you to tell us your sex and ethnic origin, and if you are disabled. These questions are on our feedback form.
- The information you give us is confidential. We only use it to check that we treat all groups of people fairly and that we do not discriminate against you.
- If your feedback is about equal opportunities or discrimination, please tell us. We will make sure that we look into that for you.

Dealing with complaints

How do you deal with complaints about your services?

We have three steps for dealing with complaints, once you have contacted us with your feedback (please see pages 11-15).

Step 1 Local resolution

When we receive your complaint, we will try to sort out the problem straight away. If we can't, we will:

- write to you within two working days to let you know the name and contact details of the person who will deal with your complaint; and
- reply in writing to you within 10 working days.

If we need more time to investigate your complaint, we will let you know why and give you a time limit for our response.

Step 2 Service investigation

If you are not happy with our local resolution response, please contact the department's complaints team (see pages 11 to 15 for contact details) to say why. A senior manager may then investigate.

When we receive your complaint, we will:

- write to you within two working days to let you know the name and contact details of the person who will deal with your complaint;
- make sure that your complaint is investigated by a manager who has not been involved with your complaint before; and
- write to you with a full reply within 25 working days.

If we need more time to investigate your complaint, we will let you know why and give you a time limit for our response

Step 3 Independent review

If you are not happy with our service investigation response, you can let our Feedback and Information Team know why. The team is independent of the service departments and may carry out an unbiased investigation of your complaint.

Dealing with complaints

They will:

- write to you within two working days to let you know the name and contact details of the person who will deal with your complaint; and
- reply in writing to you within 20 working days.

If they need more time to investigate your complaint, they will let you know why and give you a time limit for their response.

Feedback and Information Team

centralfeedback@haringey.gov.uk

✉ FREEPOST RRJG-YJBH-UCRZ

7th Floor, River Park House, 225 High Road, LONDON N22 8HQ

☎ 020 8489 2550 📠 020 8489 3992

Complaints by children and young people

We encourage complaints about all council services from children and young people. There is a separate complaints leaflet and a children and young people's complaints team. The team's contact details are on page 14.

Complaints by adults and older people about social care

There is a separate procedure for adults and older people who want to complain about social care. The contact details are on page 11 (see under Adult, Culture and Community Services).

Complaints about councillors

All councillors are expected to abide by the Council's Members Code of Conduct which mirrors standards of conduct that have been set by the Government at a national level.

If you wish to make a complaint about a councillor please write, in the first instance, to the council's Head of Legal Services and Monitoring Officer. Contact details are on page 14.

Other procedures

Can I always discuss my feedback?

You may speak to the council officer dealing with your feedback whenever you want to at any stage of our procedures.

Do you deal with all complaints using this procedure?

No. We have other procedures for some complaints, including those about:

- social care of children and young people;
- social care of adults and older people about social care;
- school admissions and appeals;
- the running of schools;
- parking penalty charge notices; and
- planning applications;


We will always make sure that we let you know when we will deal with your complaint using a separate procedure.

How do I complain to the Local Government Ombudsman?

The Local Government Ombudsman is an independent person who investigates complaints about local authorities. The Ombudsman will usually not investigate your complaint until after you've been through our complaint procedure. If we have not dealt with your complaint satisfactorily through our complaint procedure, you should contact the Local Government Ombudsman at:

advice@lgo.org.uk

 Advice Team, PO Box 4771, Coventry, CV4 0EH

 0845 602 1983 or 024 7682 1960 (Please check whether your phone company charges you more to call 0845 numbers than to call 024 numbers)

Text: 07624 804 323  024 7682 0001  www.lgo.org.uk

Our feedback form

Your chance to let us know about your feedback-complaint, suggestion or compliment. Please fill in and pull out the feedback form and send it back to us.

Please give us the following information so that we can respond to you. We will only use the information you give us on this form to respond to your feedback. We will meet all our responsibilities under the Data Protection Act 1998 and make sure that we tell the Information Commissioner about all the information we process.

Your name:.....

Your title (Mr, Mrs, Miss, Ms, other):.....

Your address (including postcode):.....

.....

Your phone number(s) (home/work/mobile):.....

Your email address:.....

Date:.....

We will try to deal with your feedback straight away and:

- send you an acknowledgement within two working days of receiving it;
- tell you who is looking into it; and tell you how long we will take to reply to you.

Your feedback is a:

complaint suggestion compliment/WOW nomination

Please give the name of the service or the name of the person you have dealt with.

.....

Our feedback form

Are you giving us feedback on behalf of someone else?

No Yes If 'Yes', please can you give us the name and address of this person.

.....

.....

How you can help us treat everyone fairly

We try to make sure that we give equal access to anyone wanting to give us feedback about our services. We monitor all feedback to see what is happening. By answering the following questions, you will help us to do this. (Please tick the relevant boxes.)

Are you:

male? female?

Do you have a disability?

No Yes If 'Yes' what is it?

.....

What is your age group?

Under 16 16 to 17 18 to 23
24 to 45 46 to 59 60 and over

Do you need someone to interpret or translate for you?

No Yes If 'Yes', what language do you need?

.....

Would you like us to send you information in Braille?

No Yes

Do you need any other help communicating with us?

No Yes If 'Yes', what is it?

.....

Our feedback form

What is your ethnic origin?

White

British

Irish

Greek/Cypriot

Turkish/Cypriot

Turkish

Kurdish

Other (please write in):

Asian or Asian British

Indian

Pakistani

Bangladeshi

East African Asian

Other (please write in):

Black or Black British

Caribbean

African

Other (please write in):

Mixed

White and Black Caribbean

White and Black African

White and Asian

Other (please write in):

Chinese or other ethnic group

Chinese

Other

Please write in:

Do you agree to the council passing details of your complaint to your ward councillors, who may then wish to contact you at a future date to see whether you are satisfied with how it is dealt with?

No

Yes

Contact us

How do I contact a complaints officer?

We list below the contact details of all our complaints teams. Please contact the specific team for the service you are feeding back about. We have different teams so that we can respond to you more effectively, first time. However, you can also contact us on:

Our dedicated complaints line: **0845 034 1000, 020 8489 1000**, or at **www.haringey.gov.uk/contact/complaints**

Adult, Culture and Community Services, including:

- Adult social care
- Adult guidance services
- Adult learning centres
- Allotments
- Arboriculture (tree care)
- Cemeteries and crematorium
- Conservation and nature reserves
- Grounds maintenance
- Home care
- Libraries and Bruce Castle Museum
- Meals on wheels
- Mental health
- Parks
- Services for people with physical or learning disabilities
- Services for older people
- Sports and leisure
- Supporting people scheme

Contact details:

acc.complaints@haringey.gov.uk

☒ Adult, Culture and Community Services Complaints Team,
FREEPOST LON 18635, Ground Floor, 40 Cumberland Road,
Wood Green, LONDON N22 7SG

☎ 020 8489 3398 📠 020 8489 3329

Contact us

Children and Young People's Service, including:

- Asylum seekers
- Child protection
- Children and families
- Early years and play
- Home to school transport
- Play service
- School meals
- Student awards
- Under fives centres
- Youth services

(Please note that complaints about how schools are run should be sent to the Head Teacher and, if still not satisfied, to the Chair of Governors.)

Contact details:

thechildrenservice.complaints@haringey.gov.uk

☰ Children and Young People's Service Complaints Team,
FREEPOST RLZE-ERTJ-CEZJ, 48 Station Road, LONDON N22 7TY

☎ 020 8489 3481/3187 📠 020 8489 3850

Children and Young People's Complaints Team

This team is responsible for initial handling of complaints about all Council services from children and young people.

Contact details:

youngpeople.complaints@haringey.gov.uk

☰ Children and Young People's Complaints Team, 3rd Floor,
48 Station Road, LONDON N22 7TY

☎ 020 8489 3481/3187 Freephone: 0800 073 0701 📠 020 8489 3850

Customer Services (Corporate Resources), including:

- Customer Service Centres
- Call Centre/Switchboard

Contact details:

customerservices.complaints@haringey.gov.uk

☰ Customer Services Complaints Team, River Park House,
225 High Road, Wood Green, LONDON N22 8HQ

☎ 020 8489 2056 📠 020 8489 1441

Contact us

Corporate Resources, including:

- Audit and risk management
- Business rates
- Buying services
- Council tax
- Housing and council tax benefit
- Legal services
- Local land charges
- Managing property
- Insurance
- Registration of births, deaths, marriages, civil partnerships, citizenship ceremonies & nationality checking

Contact details:

corporateresources.complaints@haringey.gov.uk

Corporate Resources Complaints Team, PO Box 10505,
LONDON N22 7WJ

☎ 020 8489 2822 📠 020 8489 3940

Chief Executive's Service, including:

- Anti social behaviour
- Corporate communications
- Corporate policy, performance and partnerships
- Electoral registration
- Emergency planning
- Equalities and diversity
- Human resources/personnel
- Member Services
- Neighbourhood management
- People and organisational development
- Policing and safer neighbourhoods

Contact details:

chiefexecutive.complaints@haringey.gov.uk

Chief Executive's Complaints Team, FREEPOST RRJG-YJBH-UCRZ,
7th Floor, River Park House, 225 High Road, LONDON N22 8HQ

☎ 020 8489 2552 or 2517 📠 020 8489 3992


Contact us

Urban Environment, including:

- Abandoned vehicles
- Building control
- Car parks
- Environmental health
- Planning & development
- Food safety
- Housing help and advice
- Housing improvements and grants
- Housing the homeless
- Housing registration
- Licensing
- Noise nuisance
- Pest control
- Pollution control
- Public lighting
- Recycling
- Regeneration
(investment in local areas)
- Road maintenance
- Road safety
- Rubbish collection
- Street sweeping and cleaning
- Supported housing
- Trading standards

Contact details:

environment.complaints@haringey.gov.uk

 Urban Environment Complaints Team,
1st Floor, River Park House, 225 High Road, LONDON N22 8HQ

 020 8489 1335  020 8489 1331

Monitoring Officer

- Complaints about councillors

Contact details:

legal.members@haringey.gov.uk

 Monitoring Officer, 5th Floor, River Park House, 225 High Road,
LONDON N22 8HQ.

 020 8489 5934 Fax: 020 8489 3835

Other help

Homes for Haringey

(Haringey's Arm's Length Management Organisation or ALMO)

Services include:

- Permanent Council tenancies
- Estate services
- Repairs and maintenance
- Leaseholder issues

Contact details:

Feedback Team

complaints@homesforharingey.org

✉ FREEPOST RLYE-ELRG-ASSB

Homes for Haringey, 6th Floor, River Park House, 225 High Road,
LONDON N22 8HQ

☎ 020 8489 4337/4321/4235 📠 020 8489 1144

🌐 www.homesforharingey.org

Who else can help me make a complaint?

You can ask someone like your local councillor to help you with your complaint. You can also contact an advice agency such as Citizens Advice, or a specialist organisation such as Age Concern (phone: 020 8801 2444), Childline (freephone: 0800 1111), NSPCC Child Protection Helpline (freephone: 0800 800 5000). Please contact one of our complaints teams if you would like more information about organisations that can help you.

Your local citizens advice bureau (🌐 www.adviceguide.org.uk)

Hornsey

Hornsey Town Hall, The Broadway, Crouch End, LONDON N8 9JJ

☎ 0870 126 4030 or 020 8862 1400 📠 020 8374 2646

Turnpike Lane

14a Willoughby Road, Turnpike Lane, LONDON N8 0JJ

☎ 0870 126 4030 or 020 8862 1400 📠 020 8374 0527

Tottenham

Town Hall Approach Road, Tottenham, LONDON N15 4RY

☎ 0870 126 4030 or 020 8862 1400 📠 020 8376 0909

(0870 calls may be charged at your phone company's national rate - up to 10p per minute)

Shqip

Kjo Broshurë ju tregon se si të ankoheni, të sugjeroni apo të përgëzoni një shërbim Këshilli. Nëse e doni këtë në gjuhën tuaj, ju lutem shënjeni kutinë ✓, plotësoni emrin dhe adresën tuaj dhe dërgojeni formularin tek adresa e mëposhtme me Postim Falas.

Polski

Ten informator wyjaśnia, jak składać zażalenie, sugestie lub wyrazy uznania wobec usług świadczonych przez gminę. Aby go otrzymać w języku polskim, wystarczy wypełnić formularz poniżej i odesłać go na podany adres.

Français

Ce livret vous explique comment porter plainte, offrir une suggestion ou faire un compliment à un service municipal. Si vous souhaitez l'obtenir dans votre langue, veuillez cocher la case, noter votre nom et adresse et renvoyer le formulaire à l'adresse au port payé ci-dessous.

Soomaali

Buugyarahan waxuu kuu sheegayaa sida loo sameeyo cabasho, talobixin ama bogaaadin ku saabsan adeegyada Kowmsalka. Haddii aad rabto in qoraalkan lagugu tarjumo luuqadaada, fadlan sax mari sanduukha soo buuxi foomkan kuna soo dir ciwaanka hoose ee boostu bilaash tahay.

Kurdî Kurmancî

Ev pirtûkok ji we re dibêje ka hun çawa dikarin derbarî xizmeteke Belediyê de giliyekê an pêşniyarekê bikin an xweşgotinekê bêjin. Heke hun vê bi zimanê Kurdî dixwazin, ji kerema xwe quiyê îşaret bikin, nav û edresa xwe binivîsînin û vê formê bişînin edresa li jêr pûl hewce nake.

Türkçe

Bu Broşürde Belediyeden aldığınız bir servis hakkında şikayette bulunma, öneri ya da takdirlerinizi iletme yolları açıklanmaktadır. Broşürüm Türkçe'sini istiyorsanız lütfen kutuyu işaretleyin adınızı ve soyadınızı yazarak formu aşağıdaki. Freepost adresine gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print
- On audio tape
- In Braille
- In another language, please state:



Name: Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.



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Feedback booklet and form - What do I do?

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