

Do *you* have a

Complaint?

Large Print Version 18pt

Office of the Chief Executive



2003-2004
Supporting the Rural Economy

Do you have a complaint against the County Council?

Lancashire County Council is a large organisation that affects the lives of every citizen in the county, and this leaflet explains what to do if you have a complaint about us.

As part of our Customer Care Policy we have a Complaints Procedure to deal with complaints. The aim of the procedure is to ensure each complaint is properly investigated and, wherever possible, resolved to the complainant's satisfaction.

You can get a copy of the Complaints Procedure by telephoning any of the numbers on the back of this leaflet.

What is a complaint?

We will investigate a complaint if it is one of the following:

- 1 An expression of dissatisfaction about the standard of service.

- 2 Action or lack of action by the County Council affecting an individual or group.
- 3 An allegation that the County Council has failed to observe proper procedures.
- 4 An allegation that there has been an unacceptable delay in dealing with a matter or about how an individual has been treated by a member of staff.

How do I make a complaint?

You can complain in person, by telephone or by writing to the appropriate Directorate HQ in Preston or to a local office such as a County Information Centre. The telephone numbers are at the back of this leaflet. You will also find a full list of addresses and telephone numbers in the full Complaints Procedure. When ringing please ask for the Complaints Officer. You can make a complaint by filling in and sending the attached form

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How are complaints investigated?

The procedure has three clear stages:

Stage 1 – the Service Directorate investigates.

Stage 2 – the Head of Democratic Services investigates.

Stage 3 – the complaint is considered by a
Committee of the County Council.

The complaint goes through each stage until it is resolved. At Stage 3 it will be decided by the Committee on the basis of the written comments that have been received.

We have adopted definitions and processes set out in the Lawrence Inquiry Report to deal with any complaints about race. For example, if a complainant believes that the cause of a complaint is racial, we will initially treat it as such.

Who are the Complaints Officers?

There is a Complaints Officer for each main County Council Office or Directorate and each Area Office. He or

she will ensure that the Complaints Procedure is followed and deal with anyone who has a complaint. Our smallest offices might not have a Complaints Officer but a Senior Officer will always be available to deal with a complaint.

What if the County Council cannot settle my complaint?

You will have the right to refer your complaint to the Local Government Ombudsman, and our Complaints Officers will be happy to explain how. The Ombudsman will normally want you to have had your complaint investigated by the County Council before he or she will look into it.

Which matters are not covered by the Complaints Procedure?

This procedure is not available to you where you can use a separate procedure, such as the following:

- Appeals against school admissions
- Complaints about Social Services matters
- Matters concerning further education awards
- Complaints against school teachers

- Complaints about the National Curriculum
- Other matters in the Education Reform Act
- Complaints that fall under the Equal Opportunity Complaints Procedure
- Reports of, and complaints about, street lighting and highways defects.

Nor is the procedure available to County Council employees concerning terms and conditions of employment, working conditions or other personnel issues.

We also use separate arrangements to deal with complaints to us about third parties, for example complaints about footpath obstruction, public transport services and the quality of goods.

If you are unsure which procedure to use, please do not hesitate to contact any Complaints Officer.

This leaflet is available in Urdu, Gujarati, Punjabi and Bengali. Telephone the Complaints Officer, Roy Jones, on 01772 533394 for a copy. It is also available in audio version and/or large print.

Bengali

এই লিফলেটটি পাওয়া যাবে উর্দু, গুজরাটী, পাঞ্জাবী এবং বাংলায়। এটির একটি কপির জন্য টেলিফোন করুন রয় জোন্স কে ০১৭৭২ ৫৩৩৩৯৪ এই নাম্বারে। এই লিফলেটটি এ ছাড়াও পাওয়া যাবে অডিও হিসেবে এবং/অথবা বড় অক্ষরে।

Gujarati

આ પત્રિકા ઉર્દૂ, ગુજરાતી, પંજાબી અને અંગાળીમાં ઉપલબ્ધ છે. તેની તકલ માટે રોય જોન્સને 01772 533394 નંબર પર ટેલિફોન કરો. અનુવાદ કરેલી ઓડિયો ટેપ અને મોટા છાપેલાં અક્ષરોમાં પણ

Punjabi

ਇਹ ਪਰਚਾ ਉਰਦੂ, ਗੁਜਰਾਤੀ, ਪੰਜਾਬੀ ਅਤੇ ਬੰਗਾਲੀ ਵਿਚ ਮਿਲ ਸਕਦਾ ਹੈ। ਇਸ ਦੀ ਇਕ ਕਾਪੀ ਲੈਣ ਲਈ, ਸ਼ਿਕਾਇਤਾਂ ਕਰਨ ਵਾਲੇ ਅਫਸਰ, ਰੋਏ ਜੋਨਜ਼ ਨੂੰ ਟੈਲੀਫੋਨ ਨੰਬਰ 01772 533394 ਤੇ ਫੋਨ ਕਰੋ। ਇਹ ਆਡਿਓ ਟੇਪ ਅਤੇ/ਜਾਂ ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ।

Urdu

بھی دستیاب ہے۔ اسکی نقل حاصل کرنے کیلئے شکایات آفیسر ،
حروف میں بھی دستیاب ہے۔ یہ کتابچہ اردو ، گجراتی ، پنجابی اور بنگالی میں
رائے جونز کو 01772 533394 پر فون کیجئے۔ یہ آڈیو ٹیپ اور/یا بڑے

Contact points and telephone numbers

If you wish to complain by telephone or need any more information, please ring any of the numbers below and ask for the Complaints Officer.

Office of the Chief Executive

Head of Democratic Services

Christ Church Precinct, County Hall, Preston PR1 8XJ

Telephone: 01772 533394

Resources Directorate

Resources Directorate

PO Box 100, County Hall, Preston PR1 0LD

Telephone: 01772 533394

Property Group

PO Box 26, County Hall, Preston PR1 8RE

Telephone: 01772 533144

Finance Group

PO Box 78, County Hall, Preston PR1 8XJ

Telephone: 01772 533394

Environment Directorate (including the County Analyst)

Highways and Transportation ; Planning and Waste Management

PO Box 9, Guild House, Cross Street, Preston PR1 8RD

Telephone: 01772 534454 or 01772 534114

Chief Trading Standards Officer

58-60 Guildhall Street, Preston PR1 3NU

Telephone: 01772 533644

Welfare Rights

182 Marsh Lane, Preston PR1 8RR

Telephone: 01772 533020

Education and Cultural Services Directorate

The Director of Education and Cultural Services (HQ)

PO Box 61, County Hall, Preston PR1 8RJ

Telephone 01772 532781

Area Offices (via Area Team Leader)

**North White Cross Education Centre, Off Quarry Road,
Lancaster LA1 3SQ**

Telephone: 01524 581204

East The Globe, St James Square, Accrington BB5 0RE
Telephone: 01254 220520

South Joint Divisional Office, East Cliff, Preston PR1 3JT
Telephone: 01772 532718

County Library and Information Service

Headquarters

Operations Support Manager, PO Box 61, County Hall,
Preston PR1 8RJ
Telephone: 01772 534008

North Lancs

Divisional Librarian, Central Library, Market Square,
Lancaster LA1 1HY
Telephone: 01524 585270

Central Lancs

Divisional Librarian, Harris Central Library, Market Square,
Preston PR1 2PP
Tel: 01772 532405

South Lancs

Divisional Librarian, Central Library, Union Street, Chorley
PR7 1EB

Telephone: 01257 277222

East Lancs

Divisional Librarian, Central Library, Grimshaw Street,
Burnley BB11 2BD

Telephone: 01282 437115

South East Lancs

Divisional Librarian, Central Library, St James' Street,
Accrington BB5 1NQ

Telephone: 01254 872385

County Information Centres

182 Marsh Lane, Preston PR1 8RR

Telephone: 01772 533535

Complaints Procedure : Formal Investigation

- 1 Name (block capitals)
 - 2 Address

 - 3 Tel No. Home
 - Tel No. Work
 - 4 County Council Service or Directorate concerned

 - 5 Reference number of any previous correspondence
 from the Directorate concerned

 - 6 What is your complaint? Please give details and dates
 where possible. (Please continue overleaf if
 necessary)

- Signed Date

When you have completed this form, please send it to the appropriate centre/office as set out in this leaflet.

