

Name.....
Address.....
.....
.....
Postcode.....
Tel E-mail

Please give details of your complaint, or comment and let us know what action you think the council should take (you may wish to attach extra sheets of paper)

Do you believe that your complaint has arisen as a result of discrimination on the basis of race, gender or sexual orientation?

Yes No

Signed Date



If you would like this information in a way which is better for you, please telephone 01756 706494.

Craven District Council

Complaints, Comments & Compliments



CRAVEN
IN · THE · YORKSHIRE · DALES
D I S T R I C T

www.cravenc.gov.uk

How can we help?

Craven District Council is committed to providing the highest level of service to all our customers. Our friendly and knowledgeable customer service advisors are available to speak to in person or on the telephone. Some services are also available electronically 24 hours a day, seven days a week.

Unfortunately, we don't get it right every time. It is important to us that we know when we have got it wrong in order that we can try to put things right, and improve our services in future.

You can use this leaflet if you need to make a complaint, or if you can suggest ways for us to improve. Feedback is always welcome and we use it to plan and deliver better services to you. If you compliment us when we do well we can ensure that good practice spreads to other services.

You may simply want to make a comment. Why not let us know by writing to us at the address below, or by telephoning **01756 700600**. If you provide your address we will send you a reply.

Making a complaint

If you're unhappy with any aspect of our service, please let us know. This leaflet provides details of the different ways that you can contact us.

Are you unhappy with the way our employees have treated you or handled your enquiry? Perhaps we have made an error or failed to do something? Have you suffered a bad experience at one of our offices or access points?

Maybe you have a suggestion about how we can do things better or differently – we appreciate constructive criticism because we can use the information to put things right for the future.

When things go wrong we want to know

Please contact Customer Services to let us know the details.

Where possible we will put things right immediately. If you are not satisfied with our response to your visit or telephone call your complaint will progress to the next stage. If you choose to write to us, your complaint will immediately be passed to the appropriate Manager for investigation and response.

What you can expect

Some complaints may be subject to specific appeals procedures that are set out in law. If this is relevant to your complaint we will tell you and ensure that you receive the appropriate information.

For other complaints, we will:

- ✓ Acknowledge your complaint within five days of receiving it
- ✓ Pass your complaint to the appropriate manager
- ✓ Investigate and respond to your complaint within 10 working days.
- ✓ If we are unable to deal with your complaint within 10 days we will let you know and keep you informed of progress.

If you are not satisfied with our response you can refer your complaint to the Chief Executive or ask us to do so on your behalf. We will try to deal with the complaint within 10 working days, or keep you informed of progress if we are unable to do so.

Contact us



01756 700600



Craven District Council, 1 Belle Vue Square, Broughton Road, Skipton, North Yorkshire, BD23 1FJ



contactus@cravencd.gov.uk



At the above address, or any of our outreach services (opening times may vary)

If you are still unhappy

If you are unhappy with the way we have dealt with your complaint you can contact the Local Government Ombudsman. We can provide a leaflet which explains how to do this. You can also contact the Ombudsman direct at:

The Local Government Ombudsman
Commission for Local Administration in England
Beverley House
17 Shipton Road
YORK
Y030 5FZ
Tel: 01904 380200