

# How are we doing?

Your guide to making a comment, compliment or complaint





We are always looking to improve our services; if you have a comment, compliment or complaint let us know.

Any comment, good or bad, helps us to understand what people do and don't like about our services and how we can make them better in the future.

## **Comments and Suggestions**

If you have comments or suggestions about how our services could be improved, let us know. We will always acknowledge comments and suggestions and pass them to the relevant service, but we may not be able to take action on your suggestion.

## **Compliments**

Our staff welcome compliments and we appreciate being told where we are doing things right. We will acknowledge any compliments and make sure they are passed to the relevant service or team.

## **Complaints**

A complaint is a way to let us know if you are not happy with some aspect of our service. It is helpful if you explain why you are unhappy and what you think should be done to resolve the problem. We will investigate and try to put things right.

If your complaint is about social care services (adults or children's) there are different complaints processes.

- Children's social care complaints are looked at under The Children's Act 1989 Representations Procedure (England) 2006
- Adult social care complaints are looked at under the Local Authority Social Services and National Health Service Complaints Regulations (England) 2009

When you submit your complaint we will advise you of this.



## How we deal with complaints

You can fill out an online form, email, write or speak to us over the phone.

- We will let you know we have received it within three working days
- We will find out what you want to happen to put things right
- A manager in the service will investigate and respond within 20 working days
- If we need more time to investigate your complaint we will write to you to let you know when we hope to provide a final response
- If we find we have failed to provide the level of service you should expect we will apologise, and look to put things right
- We welcome your views of what needs to be done to resolve any problem

## If things are still not right

We try to resolve most complaints internally, but if you are still unhappy you can refer your complaint to the Local Government Ombudsman (LGO), who will carry out an independent review. The LGO will not normally accept a complaint which has not been considered under the council's internal process first.



## How to get in touch with us

To send a comment, compliment or complaint – in the first instance - please contact the service concerned, or:

1. Fill out our online form on [dorsetforyou.gov.uk/complaints/county](https://dorsetforyou.gov.uk/complaints/county)
2. Call: 01305 221061
3. Email: [complaints@dorsetcouncil.gov.uk](mailto:complaints@dorsetcouncil.gov.uk)
4. Write to: Dorset Council, County Hall, Colliton Park, Dorchester, DT1 1XJ

## To make a complaint to the Ombudsman, contact the advice team:

**Call:** 0300 061 0614

**Email:** [complaints@dorsetcouncil.gov.uk](mailto:complaints@dorsetcouncil.gov.uk)

**Write to:** The Local Government Ombudsman,  
PO Box 4771, Coventry, CV4 0EH

[dorsetcouncil.gov.uk](https://dorsetcouncil.gov.uk)

**This publication can be made available in audio tape, large print and Braille, or alternative languages on request.**