



## Comments Compliments & Complaints

*As a Council we are committed to delivering high quality services. We value your feedback, it enables us to resolve problems and improve our services.*

*All comments and complaints are taken seriously and handled sensitively.*

**Sedgemoor**  
IN SOMERSET

## Comments

Comments give us ideas on how we can improve services, save money or provide information to you. These can be on any aspect of services we provide.

## Compliments

Compliments let us know when you are happy with our service and help us to know what we are doing well and how we could improve other services.

## Complaints

We consider a complaint to be an expression of dissatisfaction with the actions, lack of actions or the standard of service provided by the Council. By complaining you give us the opportunity to put things right and review the way we do things in future. We are committed to dealing with complaints fairly and efficiently. We record and monitor all complaints and hope that most can be resolved quickly and informally.





## The complaints procedure

We have a two-stage complaints procedure. Normally a complaint will start at stage one and our aim is to resolve the matter here.

### Stage One

- Your complaint will be dealt with by a member of staff in the service area you are complaining about or the Service Manager.
- We will acknowledge your complaint within two working days.
- We will respond fully within ten working days.
- If you are unhappy with the response you receive you can request that the complaint is reviewed by a senior officer.

### Stage Two

- A senior officer will review your complaint and respond within a further ten working days. If we are unable to answer your complaint within this timescale we will contact you to let you know when you can expect a full reply.

Please note: If at any stage your complaint is resolved via a telephone conversation with a Sedgemoor District Council officer, confirmation will be sent to you in writing within ten working days.

# Monitoring Complaints

We want to learn from complaints and so we record and review them. If you require further information or want to give us feedback please contact us.

Online      [www.sedgemoor.gov.uk](http://www.sedgemoor.gov.uk)  
Email      [customer.services@sedgemoor.gov.uk](mailto:customer.services@sedgemoor.gov.uk)  
Telephone      Customer Services on 0300 303 7800

Alternatively you can make your complaint in writing and hand your letter in at reception or post it to:

Customer Services  
Sedgemoor District Council  
Bridgwater House, King Square,  
BRIDGWATER  
TA6 3AR

## Customer Charter

As a Council we are committed to delivering high-quality services and to dealing with queries as efficiently as possible. The standards you can expect from us are summarised in our leaflet 'Customer Charter', available from reception points, on our website and by contacting our Customer Services team.

High Quality, Low Cost

## Customer Charter Service Standards

Within Sedgemoor's Corporate Strategy we are committed to delivering excellent customer service, whether that is by delivering our services ourselves, or by working with partners.

Sedgemoor aims to deliver services, which are:

- ✦ Of good and consistent quality
- ✦ Responsive to the needs and expectations of customers
- ✦ Accessible by all customers
- ✦ Value for money

In order to achieve these aims Sedgemoor has produced a set of service standards for a range of services that we provide. They are designed so that you as a customer of Sedgemoor District Council will know what service you can expect from us. We will monitor our performance against these standards to ensure that we are providing you with excellent customer service, and if for some reason, we are unable to meet the standard we will let you know and keep you informed.

Service standards are about the service that we provide to you in order to ensure that we have the right standards in place. We need and welcome your feedback. You may wish to see changes, or may have ideas about improvements that we could make. If so, please let us know. Details of how to do this are contained later in this leaflet.

**Sedgemoor**  
IN SOMERSET

# Comments Compliments & Complaints

Please ask us if you would like this document in Braille, in large print, on tape or on disk, or if you would like it translated into a different language. Please contact us if you need help with this document.

من فضلك، قم بسؤالنا إذا كنت ترغب في كتابة هذا المستند بطريقة برايل، أو بخط كبير، أو على شريط، أو على قرص، أو إذا كنت ترغب في ترجمته إلى لغة أخرى. رجاء الاتصال بنا عند حاجتك إلى المساعدة في هذا المستند.

এই তথ্যটি ব্রেইল, বড় হরফের ছাপায়, টেইপে বা ডিস্কে, অথবা অন্য কোন ভাষায় অনুবাদ চাইলে অনুগ্রহ করে আমাদের বলুন। এই তথ্যের ব্যাপারে সাহায্য দরকার হলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

如果您需要本文件的盲文版、大字印刷版、磁带或磁盘媒体格式版，或需要将其翻译成另一种语言，请向我们咨询有关事宜。如果您需要有关本文件的帮助，请与我们联系。

Sila bertanya kepada kami jika anda mahu dokumen ini dalam cetakan Braille, dalam cetakan besar, dalam rakaman pita atau cakera, atau jika anda mahu ia diterjemahkan ke dalam bahasa lain. Sila hubungi kami jika anda memerlukan bantuan dengan dokumen ini.

Na życzenie dostępny jest dokument zapisany alfabetem Braille`a, dużymi czcionkami, na taśmie i płycie, lub przetłumaczony na inny język. W przypadku pytań związanych z dokumentem prosimy o kontakt.

Peça-nos se pretender ter este documento em Braille, em letras de grandes dimensões, em fita ou disco ou se pretender ter o documento traduzido noutro idioma. Queira contactar-nos se precisar de ajuda com este documento.

Si lo desea puede solicitar este documento en Braille, en letra grande, en cinta o en disco o si lo prefiere, traducido a otro idioma. Póngase en contacto con nosotros si necesita ayuda con este documento.

Tanungin po ninyo kami kung gusto ninyong ang dokumentong ito ay nasa Braille, nasa malalaking titik o pagka-print, nasa tape o nasa disk, o kung gusto ninyong isalin ito sa ibang wika. Kontakin po ninyo kami kung kailangan ninyo ng tulong sa dokumentong ito.

Bu dokümanı Kör Alfabeti, büyük basım, kaset veya disk biçimlerinde veya başka bir dile çevrilmiş olarak edinmek isterseniz lütfen bize danışınız. Bu dokümanla ilgili herhangi bir yardıma ihtiyacınız olursa lütfen bizimle irtibata geçiniz.

# How to contact us

## Telephone

Customer Services 0300 303 7800

## Go to our website

[www.sedgemoor.gov.uk](http://www.sedgemoor.gov.uk)

## Email

[customer.services@sedgemoor.gov.uk](mailto:customer.services@sedgemoor.gov.uk)

## Write to us

Customer Services  
Sedgemoor District Council  
Bridgwater House  
King Square  
Bridgwater  
TA6 3AR

## Local Government Ombudsman

If you are still unhappy with the way your complaint has been handled you can contact the Local Ombudsman. This is an independent, impartial and free service. Please note that the Ombudsman will expect you to have given the Council the opportunity to sort out the complaint before getting involved.

Write            Local Government Ombudsman  
                    PO Box 4771  
                    Coventry  
                    CV4 0EH

Telephone    0300 061 0614

Web            [www.lgo.org.uk](http://www.lgo.org.uk)