

Let Us Know

We have set up a dedicated email address to receive your feedback.

This is: Letusknow@rutland.gov.uk

You can also contact us as follows:

Tel: 01572 722577

FAX: 01572 758307

DX: 28340 Oakham

In Person:

You can visit our Customer Services Team at the Customer Services Centre, located at the main Council Offices.

The Rutland County Council Customer Service Centre is open:

Monday 8.30am - 4.45pm

Tuesday 9.00am - 4.45pm

Wednesday 8.30am - 4.45pm

Thursday 8.30am - 4.45pm

Friday 8.30am - 4.15pm

Write to us at:

Let Us Know

Rutland County Council

Catmose Street

Oakham

LE15 6HP

Data Protection

We want you to feel comfortable when making a compliment, comment or complaint to the Council. Any information you provide us with will be used in accordance with GDPR and any other relevant legislation.

Details regarding your data protection rights and how the Council processes your data can be found at: www.rutland.gov.uk/my-council/data-protection



This information is available in large print, Braille or Easy Read formats.

Rutland County Council



Compliments Comments & Complaints

Help us to help you...

Rutland County Council is committed to providing quality services that are responsive to the needs of the local community. In order to achieve this aim we encourage feedback from users of our service.

Background

Rutland County Council provides a wide range of services to nearly 40,000 local people. Impacting on almost every aspect of life, these services include education, social care, roads, libraries and demographic engagement.

We always strive to provide services which are responsive and combine quality with value for money but can only achieve this if we listen to the views of local people who use them.

How do I let you know?

Rutland County Council is keen to receive your feedback on service generally, not just in relation to complaints. We would welcome any views you have about our services, for example, if you feel a service is working particularly well we would like to know this. Our Corporate Compliments, Comments and Complaints Policy will provide you with all the information you will need to put forward your views on our services. Details can be found on our website or by contacting us using the information provided on the back of this leaflet.

Our promise to you

Our Customer Care Standards state that we will answer all e-mails, letters and faxes within 5 working days. We will always strive to achieve these standards unless a matter is particularly complex; if this is the case we will discuss with you and agree realistic timescales for dealing with your concerns.

Types of Feedback

We define Compliments, Comments and Complaints as follows:

A compliment is defined as:

Customer feedback which tells Rutland County Council that it has provided a service well or how helpful a member of staff has been.

A comment is defined as:

An idea, suggestion or opinion on how Rutland County Council could improve its services.

A complaint is defined as:

Any expression of dissatisfaction about any of our services requiring a response.

Not all complaints fall within the corporate policy remit; below is a list of the departments that fall outside of this policy. The process to follow in these instances is available on the Council's website.

- Adult Social Care
- Children's Social Care
- Housing Benefit
- School Admissions
- Planning Appeals
- Parking

Your local Councillor

You may ask your local Councillor to take up any issue. You can find out who your Councillor is on the Council's website or by telephoning 01572 722 577

Corporate Policy

The Corporate Policy is a two stage process which gives the complainant the right to have their complaint reviewed at more senior levels.

Stage one: A service review with Head of Service responsibility and sign off with a maximum response time of 10 working days.

Stage two: A Director review, with the scope to direct a full investigation if necessary.

What if I have raised a complaint and I am still unsatisfied?

If after you've progressed through our Complaints procedure you are still not satisfied, you can ask for your complaint to be looked at by the Local Government Ombudsman. This is a free, confidential service but complaints must be put in writing. The Ombudsman is totally independent of the County Council but likes to see that you have tried to resolve your dissatisfaction with the Council before contacting him at the following:

- Website: www.lgo.org.uk
- Telephone: 0300 061 0614
- Text 'call back' to 0762 481 1595

Opening hours are Monday to Friday: 8.30am to 5.00pm (except public holidays)