

COMPLAINTS, COMPLIMENTS AND ENQUIRIES ABOUT WAVERLEY'S SERVICES

How to make a complaint, compliment us on our services or make an enquiry



Complaints about Waverley's services

Waverley aims to give an excellent service to all its customers. If we get things wrong, we want to try to put them right and to learn from our mistakes to help improve services for the future.

If you think that Waverley has:

- Failed to do something it should have done
- Done something that it should not have done
- Done something badly or taken too long to do it
- Treated you unfairly or rudely
- Failed to investigate a complaint about an incident of a racial nature

Then you should complain.

How quickly will I receive a response from Waverley?

We will acknowledge your complaint within three working days of receiving it, and will aim to send you a detailed response within 10 working days (15 working days for planning matters). If there is a delay, for example where the matter is complicated, we will send you a progress report and an estimate of when we expect to be able to respond.

How should I complain to Waverley?

There are three steps in Waverley's complaints procedure.

Level 1

As a first step it is usually best to speak to someone in the responsible department who may be able to resolve the problem, if not immediately, then within a very short time. Contact telephone numbers are given in the section headed 'Services provided by Waverley'.

Level 2

If you are not happy with the outcome of your first approach to the Council, you can:

- Fill in the form in this leaflet;
- Write to the Head of the Service who manages the service you are complaining about;
- Email us at complaints@waverley.gov.uk;
- Telephone the Council's main offices in Godalming on **01483 523333** and ask to speak to an officer working in the Service you are complaining about (if the matter is complicated you may be asked to put your complaint in writing);
- Visit the Council's offices – since we cannot guarantee that the appropriate officer will be immediately available, it is best to telephone first and make an appointment.

The appropriate Head of Service will consider your complaint and will send you a detailed response, which we hope will resolve your complaint.

Level 3

If you are not satisfied with the response from the Head of Service, you can ask to have your complaint reviewed by the Chief Executive. This is the final stage of Waverley's complaints procedure.

What do I do if I am still unhappy with Waverley's response?

If you remain unhappy after the final stage of Waverley's complaints procedure, you can take your complaint to the Local Government Ombudsman.

This is a free service, and you can obtain further details by telephoning the Ombudsman's Advice Team on telephone number **0845 602 1983** or **024 7682 1960**, Monday to Friday from 8.30am to 5.00pm. Alternatively you can write to the Local Government Ombudsman at **PO Box 4771, Coventry, CV4 0EH**, email the Ombudsman at **advice@lgo.org.uk** or text a message to **0762 4804323**.

Please note that before raising your concerns with the Local Government Ombudsman, you should give Waverley a chance to resolve your complaint.

Compliments

It is always good to hear if you have found our services useful since this ensures that we will continue doing what you want us to do. It is also helpful for us to receive suggestions about how a particular service might be improved.

What happens after my complaint has been dealt with?

Information about your complaint will be held on a computer database. However, we will only use this information for the purpose of dealing with your complaint and will not pass this information to any commercial or other organisation. We will keep the information on a secure computer system that can only be accessed by authorised staff, and will keep all your information according to the conditions in the Data Protection Act.

How can I complain about a Councillor?

If you have a complaint about the conduct of an elected Member of Waverley or a member of one of the town and parish councils in the Borough, you should contact Waverley's Monitoring Officer, Mark Hill, who will be able to tell you about the procedure to be followed in such cases. He can be contacted on direct telephone number **01483 523240** or by email at **mark.hill@waverley.gov.uk**.

Getting involved – how you can participate

We firmly believe that as a local council, we should listen to the views of local people. If you would like to be involved in our Citizens' Panel or any other consultation that might affect your area, please get in touch with the Head of Communications on **01483 523204** or email **julie.jackson@waverley.gov.uk**.

Equal opportunities monitoring form

Waverley Borough Council is committed to making sure that all those who use our services are treated fairly and have equal access to those services. So that we can ensure that our services are meeting the needs of all sections of the community, it would be helpful if you could provide the following information. Any information you give will only be used for monitoring how well we deliver our services.

To which one of these groups do you consider you belong?

White *(Please tick or write in)*

- British
- Irish
- Any other white background

Mixed *(Please tick or write in)*

- White and black Caribbean
- White and black African
- White and Asian
- Any other Asian background

Asian or Asian British *(Please tick or write in)*

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black or black British *(Please tick or write in)*

- Caribbean
- African
- Any other black background
- Chinese
- Other

Gender:

- Male
- Female

Disability: *(Please tick or write in)*

Are you disabled? Yes No

Age:

- 16 – 24
- 25 -34
- 35 – 44
- 45 - 54
- 55 – 65
- 65+

Please note that ethnic origin questions are not about nationality, place of birth or citizenship. They are about colour and broad ethnic groups. UK citizens can belong to any of the groups indicated opposite.

Services provided by Waverley – *Contact details for Heads of Services*

Building Control, Engineering and Car parking

- Building control • Car parks
- On-street parking control
- Land drainage and engineering

Paul Frame – Tel: 01483 523322

Email: paul.frame@waverley.gov.uk

Communications

- Corporate communications
- Public relations • Website

Julie Jackson – Tel: 01483 523204

Email: julie.jackson@waverley.gov.uk

Customer and Officer Services

- Customer services • Locality offices • IT
- Management of Council's offices • Property

Roger Standing – Tel: 01483 523221

Email: roger.standing@waverley.gov.uk

Democratic Services

- Legal services • Committee services
- Electoral services
- Formal complaints and Ombudsman complaints
- Freedom of Information • Land Charges

Robin Pellow – Tel: 01483 523222

Email: robin.pellow@waverley.gov.uk

Economic Development and Partnerships

- Careline service • Community transport
- Economic and community projects
- Meals on wheels
- Waverley Training Services

Iain Lynch – Tel: 01483 523203

Email: iain.lynch@waverley.gov.uk

Environmental Health and Community Safety

- Environmental Health • Dog control
- Pest control • Licensing
- Community Safety • Care and Repair

Martin Shorten – Tel: 01483 523434

Email: martin.shorten@waverley.gov.uk

Environmental Services

- Refuse collection • Recycling
- Street Cleansing • Grounds Maintenance

Robin Ellks – Tel: 01483 523411

Email: robin.ellks@waverley.gov.uk

Finance and Performance

- Insurance • Accountancy
- Corporate performance and development

Graeme Clark – Tel: 01483 523236

Email: graeme.clark@waverley.gov.uk

Housing

- Choice based lettings
- Estate management
- Housing repairs and maintenance
- Housing advice
- Sheltered accommodation
- Rent collection

John Swanton – Tel: 01483 523375

Email: john.swanton@waverley.gov.uk

Human Resources

- Human Resources Management

Alex Overington – Tel: 01483 523385

Email: alex.overington@waverley.gov.uk

Internal Audit and Monitoring

- Internal audit
- Complaints about conduct of Councillors

Mark Hill – Tel: 01483 523240

Email: mark.hill@waverley.gov.uk

Leisure and Youth Services

- Leisure centres • Sports development
- Countryside management
- Arts and culture
- Youth services • Museums

Tel: 01483 523432

Planning

- Planning applications
- Planning enforcement
- Historic buildings • Local Plan Policy
- Street naming and numbering

Peter Lerner (Interim Head of Planning)

Tel: 01483 523298

Email: peter.lerner@waverley.gov.uk

Revenues and Benefits

- Council tax • Benefits • Business rates

Robert Fox – Tel: 01483 523099

Email: robert.fox@waverley.gov.uk

Waverley's opening hours

MAIN OFFICE:

Council Offices, The Burys, Godalming,
Surrey, GU7 1HR

Tel: 01483 523333

Office Hours:

| | |
|-------------------|---|
| Monday – Thursday | 8.45am – 5.15pm |
| Friday | 8.45am – 4.45pm |
| Saturday | 9.00am – 12 noon (for enquiries at reception only) |

AREA OFFICES:

Cranleigh Locality Office:

Village Way, Cranleigh, GU6 8AF

Tel: 01483 277399

Office Hours:

| | |
|-------------------|---|
| Monday – Thursday | 9.00am – 5.00pm (Closed 12.30pm – 1.30pm Mon – Weds) |
| Friday | 9.00am – 12.30pm |
| Saturday | 9.00am – 12 noon |

Farnham Locality Office:

South Street, Farnham, GU9 7RW

Tel: 01483 523521

Office Hours:

| | |
|--------------------|------------------|
| Monday | 9.00am – 12.30pm |
| Tuesday – Thursday | 9.00am – 5.00pm |
| Friday | 9.00am – 4.30pm |
| Saturday | 9.00am – 12 noon |

Haslemere Locality Office:

Lion Green, Haslemere, GU27 1JB

Tel: 01428 648818

Office Hours:

| | |
|-------------------|--|
| Monday – Thursday | 9.00am – 5.00pm (Closed 12.30pm – 1.30pm) |
| Friday | 9.00am – 12.30pm |
| Saturday | 9.00am – 12 noon |

Please note that calls may be recorded for training or monitoring purposes.

Website: www.waverley.gov.uk/complaints

A copy of this publication can be made available in large print, on tape or in a different language. Please telephone 01483 523210 for further details.