



# Your views count!

## Comments, compliments and complaints

### @ Chichester District Council



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

# Comments, compliments and complaints to Chichester District Council



**Our aim is to provide you with a first class service. In order to ensure that we achieve this, we need to hear your views.**

These help us know when you think we have done well and where you think we could do better. We will make sure your compliments are passed onto the staff concerned and look carefully at your comments and complaints to see where we could make improvements.

If we do get something wrong, we want to be able to put it right.

## How to make a complaint, comment or compliment

Complaints, comments and compliments can be made:



on our website: by completing a Complaint, or Comment or Compliment Form [www.chichester.gov.uk/complaints](http://www.chichester.gov.uk/complaints)



by email: [contact@chichester.gov.uk](mailto:contact@chichester.gov.uk)



in writing to: **Customer Services, Chichester District Council, East Pallant House, 1 East Pallant, Chichester PO19 1TY**



by visiting us at the above address



by Facebook [www.facebook.com/ChichesterDistrictCouncil](http://www.facebook.com/ChichesterDistrictCouncil)



or twitter [www.twitter.com/ChichesterDC](http://www.twitter.com/ChichesterDC)

If you have any difficulties, please contact Customer Services on **01243 534734** and they will assist you.

All complaints are dealt with confidentially. Please make sure you give us your name and contact details, as we cannot deal with anonymous complaints. Please view this link to our Privacy Notice [www.chichester.gov.uk/dataprotectionandfreedomofinformation](http://www.chichester.gov.uk/dataprotectionandfreedomofinformation)

## What happens next?

### **If you have made a complaint we will:**

Acknowledge your complaint within 3 working days, advising the name of the Officer who will be investigating your complaint.

Within 10 working days we will provide a full explanation and, if appropriate, details of how we will remedy the situation (or in complicated cases a progress report).

## Still not satisfied?

If you are unhappy with how your complaint has been dealt with, you can ask for your complaint to be reviewed **within one month** by the Divisional Manager of the Service concerned. Please give us as much information as possible about the issue, how you would like it to be resolved and why you are unhappy about how we dealt with your original complaint. We will acknowledge your complaint **within 3 working days**, advising the name of the Officer who will be investigating your complaint.

**Within 15 working days** we will provide a full explanation and, if appropriate, details of how we will remedy the situation (or in complicated cases a progress report).

If you are still not happy, you have the right to take your complaint to the Local Government Ombudsman, which is an independent body and investigates complaints about councils.

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

 **0300 061 0614**



## What isn't a complaint?

We do not consider the following to be a complaint:

- A request for a service, for example noise nuisance or removal of flytipping. You can request a service reporting a problem on our website [www.chichester.gov.uk/article/24118/Apply-report-and-pay-using-online-forms](http://www.chichester.gov.uk/article/24118/Apply-report-and-pay-using-online-forms)
- A request for information or an explanation of council or government policy, such as why Council Tax is set at certain level.
- Where there is a disagreement with the result of a process that has its own appeal process, for example planning decisions, benefit decisions and parking fines.
- Issues concerning the conduct of a councillor. Complaints about the conduct of a councillor can be made by writing to:

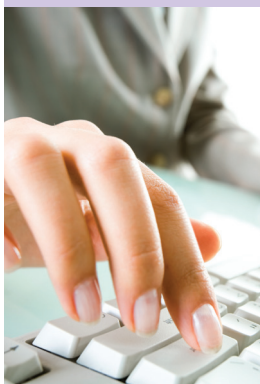
**The Monitoring Officer,  
Chichester District Council,  
East Pallant House, 1 East Pallant,  
Chichester. PO19 1TY or by  
email: [Legal@chichester.gov.uk](mailto:Legal@chichester.gov.uk)**



# Main services provided by Chichester District Council



- Car Parks
- Community Partnerships
- Council Tax
- Dog Control
- Economic Development
- Electoral Registration
- Food Safety
- Green Bin Service
- Health Standards
- Homelessness
- Housing & Council Tax Benefits
- Housing Nominations
- Land Charges
- Non Domestic Rates
- Parking Permits
- Parks and Open Spaces
- Planning & Building Control
- Pollution
- Public Conveniences
- Street Cleaning
- Street Naming and Numbering
- Taxi and Alcohol Licensing
- Trade Waste Collections
- Waste Collection



## Contact Details

If you require further information you can:

➤ Visit our web site [www.chichester.gov.uk](http://www.chichester.gov.uk)

☎ Call us on **01243 534734**

✉ Email [contact@chichester.gov.uk](mailto:contact@chichester.gov.uk)

Please return form to:

**Complaints, Customer Services, Chichester District Council,  
East Pallant House, 1 East Pallant, Chichester. PO19 1TY.**

