

So what will happen after I have given my feedback?

Comment?

Comments about services will be reviewed by the appropriate service head who will write and let you know what they will do as a result of your feedback.

Compliment?

Compliments are a good way of letting someone know what they have done well. They will be brought to the attention of the relevant Manager and the officer involved.

Complaint?

If you are not happy, we want to hear about it. There are three stages to our complaints process.

Stage 1 – You should make your complaint to the relevant manager who will receive the details and take any appropriate action. Your complaint will be acknowledged within five working days and a full response will be sent within ten working days.

Stage 2 – If you are not happy with the response you can ask for the Executive Head of Service to review your complaint.

Stage 3 – If you are still not happy with the response you can ask for the Chief Executive to review your complaint as the final stage of the councils' complaint procedure.

Please note that we can only accept complaints within three months of the incident.

The Local Government Ombudsman can review complaints should you feel unsatisfied with our responses after going through our procedure.

What should I do if I want to complain about a councillor?

To complain about the conduct or behaviour of an elected councillor you should contact the Monitoring Officer on 01903 221028.

A copy of the councillor code of conduct is available on the councils website.

Customer Feedback form

Data Protection

The security of your personal information is important to Worthing Borough Council. We will use the information you submit in this form only for the purposes of processing your comment, compliment and complaint and monitoring the effectiveness of our complaints procedure. We will never sell your information to third parties. We will not normally share your information with other public sector authorities unless there is a compelling reason for us to do so, and we can justify our actions under the terms of the Data Protection Act 1998.

1. Your full name:

2. Your address:

.....

.....

.....

3. Your phone numbers Home:

Work:

Mobile:

4. Your email address:

5. Your preferred method of contact is:

6. Would you like to:

Comment

Complain

Compliment

7. What is the name of the service or officer you would like to tell us about?

.....

