How to contact us

E-mail us at **customerservices@stalbans.gov.uk** or use the online form at **www.stalbans.gov.uk** We will acknowledge your e-mail within one working day

You can telephone our dedicated customer services team on **01727 819439** Lines are open from 8.45am to 5.00pm Monday to Thursday and 8.45am to 4.30pm on Fridays

St Albans City & District Council
Civic Centre
St Peter's Street
St Albans
AL1 3JE

The District Council Offices' text phone number is **01727 819570.** This service is for people with a hearing impairment.

If you require this information in another format, e.g., in large print, Braille, audio or in a language other than English, please contact **01727 819209**.

St Albans City & District Council is grateful to members of its Community Panel who helped shape this complaints process and who kindly provided the images used in this leaflet.

St Albans City & District Council

www.stalbans.gov.uk

Customer Feedback

Tell us what you think

St Albans City & District Council

Customer Services

This guide sets out what you can expect when making a complaint about a Council service.

We strive to provide you with the best possible service, but we know that sometimes things can go wrong and if they do, we want you to tell us so we can sort them out as soon as possible.

Please let us know if:

- **we have done something wrong**
- **we have not done something that we said we would do**
- **you are not satisfied with a particular service**

We will always try to resolve your problem straight away, and if we can't we will tell you why.

Please also tell us if you are happy with the service you have received from us, or if you wish to make a comment to us about a service.

Making a complaint about a councillor

If you wish to complain about the conduct of a Member of St Albans City & District Council or a Member of a parish or town council, please contact:

The Member Complaints Monitoring Officer
St Albans City & District Council
Civic Centre
St Peter's Street
St Albans
AL1 3JE

membercomplaints@stalbans.gov.uk
www.stalbans.gov.uk (online form)

The Council's complaints procedure has two stages:

Stage 1

- We will send you an acknowledgement within 3 working days of receiving your complaint
- You will be given the name, telephone number and e-mail address of a Departmental Complaint Monitoring Officer who can help you with your complaint and advise on progress
- Your complaint will be dealt with by a relevant Senior Manager and their respective Head of Service.
- In normal circumstances, we will send you a full response within 15 working days
- If we cannot respond fully within that time, we will contact you, explain why and let you know when you will receive a full response
- If you are unhappy with the reply to your complaint at stage 1, you can ask to refer it to stage 2

Stage 2

- Your complaint will be reviewed by an independent Head of Service, who will report to the Chief Executive and a full response sent to you within 20 working days
- If we cannot respond fully within that time, we will contact you, explain why and let you know when you will receive a full response

If you are still unhappy with the way in which your complaint has been dealt with, you can refer it to:

The Local Government Ombudsman
PO Box 4771
Coventry CB4 0EH
Website: www.lgo.org.uk

Tel: 0845 602 1983 / 0300 061 0614
(or text 'call back' to 0762 480 4299)