

# Your Guide To Our Complaint Procedure



<b>Stage 1: Complaint</b>	<p>You can make a complaint to the service concerned or customer services in person, by telephone (01279 655261), website (<a href="http://www.eastherts.gov.uk">www.eastherts.gov.uk</a>), letter or e-mail (<a href="mailto:complaints@eastherts.gov.uk">complaints@eastherts.gov.uk</a>).</p> <p>Once received, your complaint is registered for action and then passed to the service you have an issue with.</p>	<p>Yes</p> <p>No Further action</p>
<p>We will acknowledge your complaint within 3 working days and pass the complaint for investigation by the manager of the service concerned.</p> <p>We aim to get a full response to you within 10 working days. If this is not possible we will contact you to update you on the investigation within this time and let you know when you can expect a reply.</p>		
<p>Are you satisfied?</p>		



NO

<b>Stage 2: Appeal/ Review</b>	<p>If you are not satisfied with our response, we have an appeal process. Contact us within 10 working days of our response to you, stating why you are not satisfied with the response. The Head of Service concerned will look at your issue again.</p> <p>You may also ask your Councillor for advice and support.</p>	<p>Yes</p> <p>No Further action</p>
<p>Are you satisfied?</p>		



NO

<b>Stage 3: Ombudsman</b>	<p>The Council's decision at appeal is final. However, if you are still unhappy, you now have the right to appeal via the Local Government Ombudsman.</p> <p>Website: <a href="http://www.lgo.org.uk">www.lgo.org.uk</a> Telephone: 0300 061 0614</p>
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**What do we class as a complaint?**

A situation where a person feels that we have failed to do something we were supposed to do, also where we have done something badly or we have been rude or unfair to that person.