

Compliments, Complaints and Suggestions

It's always nice to know when we get things right, but we also want to know when we get things wrong.

Please tell us if you have something to say about any of our services. We will tell our staff what you think and use the information to continue to improve our services.



Is it a Complaint or a Service Request?

A service request is defined as a customer contact that brings a matter to the Council's attention for the first time (e.g. a missed bin or telling us about noise nuisance), and requests a service offered by the council.

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

If your concern is a service request, please first contact the relevant department below to make this request.

- Environmental Health - 01223 457900
- Licensing - 01223 457890
- Taxi Licensing - 01223 457888
- Planning - 01223 457200
- Housing Repairs - 01223 457060
- Waste & Streets – 01223 458282
- Council Tax - 01223 457790
- Benefits – 01223 457762
- Housing Management – 01223 457918
- City Centre Management – 01223 457315
- Electoral – 01223 457048
- Parking Services – 01223 458515

How to Give Feedback

Online - <https://www.cambridge.gov.uk/compliments-complaints-and-suggestions>

Write to us - The Complaints and Feedback Team, PO Box 700, Cambridge, CB1 0JH

Phone us - 01223 457000

Visit us - Customer Service Centre - Mandela House, 4 Regent Street, Cambridge

Complaints

If you need to complain about one of our services, we will do our best to put things right and make sure that the same thing doesn't happen again to you or to someone else.

You can make a complaint by visiting this website - <https://app.casetracker.uk/capture/cam-complaint>
When you first make a complaint we need to know your name, how we can contact you, the details of your complaint, what you want us to do to put things right and whether you have raised this issue with us before and who was dealing with it.

We aim to reply to all complaints within 10 working days. If we need longer, we will tell you why. We will also let you know who is dealing with your complaint.

There are 2 stages to the Council's complaints procedure:

Stage 1: Complaints being made for the first time. These Complaints will be allocated to the appropriate service manager to respond to you, we aim to respond to your complaint within 10 working days. If your complaint is not dealt with to your satisfaction, you can ask for your complaint to be escalated to a Head of Service or Director - stage 2 of our complaints procedure. You will need to do this within 3 months of making the initial complaint and let us know which elements of your stage 1 response you are unsatisfied with, along with your preferred resolution.

Stage 2: Internal review by Head of Service or Director. If a stage 2 investigation is not dealt with to your satisfaction, you may escalate your complaint to the Local Government and Social Care Ombudsman or Housing Ombudsman.

Local Government and Social Care Ombudsman

You can complain to the Local Government and Social Care Ombudsman (LGSCO) within 12 months of becoming aware of the matter, but they will only investigate your complaint after you have exhausted the Council's complaints procedure. You can take your complaint to the LGSCO at: Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Phone - 0300 061 0614

Housing Ombudsman

Council tenants (and Council leaseholders with a complaint about the Council's management of their leasehold) can contact the [Housing Ombudsman](#) about cases relating to housing services. A complainant must first go fully through the Council's complaints procedure. If you are not happy with the Council's final response you can take your complaint to the Housing Ombudsman at:

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Email - info@housing-ombudsman.org.uk

Phone - 0300 111 3000

Complain about a Councillor

If you want to complain to the standards committee please put your complaint in writing to:
The Monitoring Officer, Cambridge City Council, PO Box 700, Cambridge, CB1 0JH

If you would like this leaflet in an alternative format i.e larger font, braille, or need assistance, please contact: Tony Stead, Business and Development Manager on 01223 457000 or via email:

tony.stead@cambridge.gov.uk

Feedback Form

Name:	Contact Number:
Address:	E-mail address:
Preferred method of contact:	Date:
Name of the Service the feedback relates to:	Previous contact with the Council:

Details of your Feedback:

What is your preferred Resolution:

Please hand in your form to our reception at Mandela House or send to the complaints team, address above.