

FAREHAM

BOROUGH COUNCIL

Complaint - If you are unhappy with the service you have received ...

About your complaint

If you know which service area this relates to, please let us know here. This will help us to identify which services should be involved with handling your complaint.

If your complaint is a service request (for example, if we have not collected your bin or have not attended an appointment we made with you), we would recommend you contact the relevant department via the Council's switchboard on 01329 236100.

What has gone wrong?

How has this affected you?

What do you think the Council should do to put things right?

If you have already spoken to an officer about this, please give us further information. For example, who did you speak to and what was the outcome of that conversation.

In order to deal with your complaint, we will need some contact information from you please.

About you

Name:

Address:

Phone number

email address :

Preferred method of contact : email / phone / post

How will we use your personal information?

To enable the Council to process your complaint and respond to it, we will need to collect certain personal information from you. This will be shared with the complaints team so they can acknowledge your complaint and correspond with you. We will also pass this to the relevant service area and individual Officers within the Council who will investigate your complaint at all stages, in order that they can contact you regarding your complaint. If you do not provide us with your contact information, we will be unable to investigate and respond to your complaint.

If you are dissatisfied with the outcome of a complaint and choose to escalate your complaint to the relevant Ombudsman, we will share your information externally with the Local Government and Social Care Ombudsman and/or the Housing Ombudsman service (dependent on your complaint), where they make a request for information from us when considering your complaint.

All information collected throughout the duration of your complaint to the Council will be retained for 6 years from the date of final outcome of the complaint. In the event that your complaint is investigated by an Ombudsman, the retention will be six years from the final Ombudsman outcome.

Please return the form to: Customer Service Centre, Fareham Borough Council, Civic Offices, Civic Way, Fareham, PO16 7AZ or email customerservices@fareham.gov.uk

Once this form is received, your complaint will be acknowledged by the Complaints administration team.