

# We listen to your views

Your guide to commenting,  
complimenting and complaining.



We are committed to providing excellent services that are accessible to all residents and we believe the best way to improve our services is to listen to your views.

If you have any comments – either positive or negative – about our

## How can I let you know what I think?

You can tell us about your experiences of using our services or make a complaint in any of the following ways:

- complete an online form by visiting [www.islington.gov.uk/your views](http://www.islington.gov.uk/your-views)
- phone Contact Islington on 020 7527 2000
- visit one of our offices to discuss your concerns
- complete the attached form or write to the Customer Service Team at Islington Council, Town Hall, Upper Street, London N1 2UD.

By letting us know about any concerns you have as soon as possible, we can work to resolve them quickly, so that you shouldn't have to make a formal complaint.

However, if you do have an issue that you wish to complain about, you have the right to do so. Making a complaint won't affect the services you receive but it will help us to improve the quality of how we deliver them.

**We aim to:**

- sort out your complaint as quickly as possible
- apologise when things have gone wrong
- keep you up to date about what we are doing
- make sure we put the problems right.

## What happens next?

We will pass comments and compliments to the relevant service. Complaints go through a procedure, made up of the three following stages:

### Stage One

Your complaint will be passed to the relevant department, where it will be investigated and responded to. You should receive a response within **ten** working days. If we are unable to respond fully within this timescale, we will contact you to explain why.

### Stage Two

If you are dissatisfied with the response you receive, please contact us and we will be happy to discuss it with you and try to resolve the issue. If you remain dissatisfied, let us know and we will arrange for a more senior manager to investigate and respond in writing within ten working days.

### Stage Three

If at the end of stage 2, you still feel you have not received a satisfactory response, you can ask for your concerns to be looked into by the Customer Service Team. The team will consider your complaint and, if necessary, carry out an independent investigation on behalf of the Chief Executive. You should expect to receive their response within **25** working days.

## Please note:

There are different procedures for dealing with complaints about certain services the council or its partners provide. These include schools, Housing and Adult Social Services and Children's Services. If your complaint relates to one of these areas, the relevant service will contact you directly once they have received your comments.

## What can I do if I still feel my concerns have not been properly dealt with?

If you remain dissatisfied with how we have dealt with your complaint, you may contact The Local Government Ombudsman, an independent, impartial and free service.

The Ombudsmen can investigate complaints about how the council has done something. Please note, they cannot question what a council has done simply because someone does not agree with it.

### You can contact them at:

The Local Government Ombudsman  
PO Box 4771

Coventry CV4 0EH

Tel: 0845 602 1983 (Mon-Fri, 8.30am-5pm)

Email: [advice@lgo.org](mailto:advice@lgo.org)



## Protecting your personal information

Any personal information you give us is held securely and will be used only for council purposes.

Information that was collected for one purpose may be used for another council purpose, unless there are legal restrictions preventing this. Islington may share this information where necessary with other organisations, including (but not limited to) where appropriate to protect public funds and/or prevent fraud in line with the National Fraud Initiative guidelines.

Please see [www.islington.gov.uk/dataprotection](http://www.islington.gov.uk/dataprotection) for more information.

## Equalities monitoring information

Islington Council is committed to providing people with equal opportunities, both in the provision of service and in our role as a major employer. We believe that all people have the right to be treated with dignity and respect. We want to collect information about people so that we can tailor our services to meet their needs and also make sure that we are not doing anything that stops some people who fit into certain groups from having access to services, jobs or opportunities.

By asking you a few questions about yourself, we can get information to help improve the services we deliver to you. We would be grateful if you would help us by completing the monitoring information on the attached form.



# Comments, Complaints or Compliments Form

Which service are you commenting on?

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What is your comment, complaint or compliment?

(Please continue on a separate sheet, if necessary.)

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Have you already contacted anybody in the council about your comments?

Yes

No

If yes, who?

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## Your details

Name 

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Address 

---

---

Postcode 

---

Daytime tel 

---

 Evening tel 

---

Mobile 

---

Email address 

---

Signed 

---

 Dated 

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## About You

The completion of this form, or any part of it, is voluntary. For any questions that you'd prefer not to answer, please leave blank.

- Male       Female       Prefer not to say
- Under 16       16-24       25-44
- 45-64       65+       Prefer not to say

Do you consider yourself to have a disability under the Disability Discrimination Act definition\*?  Yes  No

\*The definition of disability according to the Disability Discrimination Act 1995 is "A physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities".

If you have indicated that you have a disability, please state what your disability is / disabilities are.

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What is your ethnic group? \_\_\_\_\_

What is your country of origin? \_\_\_\_\_

What is your religion or belief? \_\_\_\_\_

Is English your first language?  Yes  No

If NO, please state what your first language is \_\_\_\_\_

Do you need the council to communicate with you in this language?  Yes  No

Do you consider yourself to be a Gypsy or Traveller? (Tick only one.)

- Neither       Gypsy       Traveller

How would you describe your sexual orientation? (For people over 16 only.)

- Heterosexual       Gay       Lesbian       Bisexual       Prefer not to say

Is there anything else about you that you would like us to know so that we can work to improve our services for you?

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**If you would like this document in large print, Braille, audiotape, easy read or in another language, please contact 020 7527 2000.**

**Bengali**

যদি আপনি এই তথ্য গুলো আপনার নিজ ভাষায় পেতে চান, তাহলে দয়া করে 020 7527 2000 নম্বরে যোগাযোগ করুন।

**Chinese (Traditional)**

如果你想要這資料的中文本，請致電 020 7527 2000 聯繫。

**Somali**

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000

**Turkish**

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin.

**Contact Islington**

222 Upper Street, London N1 1XR

**E** contact@islington.gov.uk **T** 020 7527 2000 **F** 020 7527 5001

**Minicom** 020 7527 1900 **W** www.islington.gov.uk

