

Formal Complaints

If you are dissatisfied with the standard of service, actions or lack of action by Herefordshire Council, our staff or contractors - please complete this form.

How can we help?

We are committed to the provision of high quality service. To help us we need to know what you think about the service you received.

Contact us in writing:

Information Access Team, Plough Lane, PO Box 4, Hereford HR4 0XH
Email: accesstoinformation@herefordshire.gov.uk

Important

Making a complaint about adult social care will not adversely affect your current or future services.

We will:

- Normally acknowledge your complaint within 5 working days
- Advise you of the date we aim to provide you with a detailed response
- Investigate your complaint

The Information Access Team

The IAT is a dedicated team that acts as the single point of contact for all formal complaints from members of the public about all services related to Herefordshire Council including adult social care, rubbish and roads.

The team will arrange for an investigation to be carried out and ensure that you are kept up to date with progress at all times and that response time scales are met.

The team also look at trends and monitor for service improvements.

Complaints about Children and young people's services

There is a separate complaints procedure for representations and complaints about services relating to children and young people's services.

What do you think we should do to put things right?

We will do our best to give you the solution you want. Sometimes, however, this may not be possible, and we will tell you why.

Not satisfied?

If you're dissatisfied with the handling of your complaint you can ask the Ombudsman for an independent review by writing to:

Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH Website: www.lgo.org.uk

 : <http://www.facebook.com/hfdscouncil>

 : <http://twitter.com/HfdsCouncil>

 : <http://www.flickr.com/photos/hfdscouncil/>

Data Protection

How we process your data when you make a complaint or a request for information

Herefordshire Council is the Data Controller under data protection law and will use the information you provide to make a formal complaint or to request information only for that purpose. The legal basis for processing this data is the legal obligation under various legislation to respond to complaints and to have a complaints process, and to process requests for information. This legislation includes the Local Government Acts, the Freedom of Information Act 2000, and the Environmental Information Regulations 2004.

We will keep your data for 6 years after the close of all action regarding your complaint or request.. Your information will be shared within the council and with our partners only as required to answer your complaint or request. If you approach a regulator, including the Local Government and Social Care Ombudsman or the Information Commissioner, we will share the information we hold with these regulators if they request it from us.

Individuals have a number of rights under data protection law, including the right to request their information. You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/> You can contact the council's Data Protection Officer, Carol Trachonitis, via informationgovernance@herefordshire.gov.uk

Please email: accesstoinformation@herefordshire.gov.uk or use the space below to record your formal complaint and post to the:

Information Access Team
Plough Lane,
PO Box 4
Hereford
HR4 0XH

Your name

Telephone number

Address

Postcode

Email address

Date

If you are contacting us on behalf of someone else please give us their name and address as we must get their consent to liaise with you and the organisations that they are complaining about.

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Details of formal complaint and what can we do to put things right.

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