

# 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](mailto: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 monitors service improvements.

## Complaints about Children and young people's services

There is a separate complaints procedure for representations and complaints about 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

Tel: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

**Data Protection**

All the information provided by you and collected in connection with your complaint will be processed in accordance with the Data Protection Act 1998. We will obtain your consent before sharing your information with other organisations. More information regarding data protection can be found on our website [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

Please email: [accesstoinformation@herefordshire.gov.uk](mailto: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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