

## HOW DO I MAKE A COMPLAINT?

You may feel it necessary to make a complaint about the Homemovers Service or an individual member of staff. The information below provides some guidance about what you should do.

### Making a Complaint

Any member of the public has the right to make a complaint against Wirral Council or an individual member of staff if you are not happy with any aspect of the service you have received.

The council defines a complaint as:

*“Any expression of dissatisfaction by a customer of service provided or in relation to a service previously requested.”*

All complaints received by the Council are dealt with very seriously and are investigated thoroughly, with appropriate action being taken where necessary.

It is always best to place your complaint in writing, however you can verbally inform us of your dissatisfaction at any Council office.

The Council’s procedure for dealing with complaints is as follows:

#### Stage 1

The staff member receiving the complaint should attempt to resolve the problem to your satisfaction. If you wish to make a complaint regarding the Homemovers Service, please write to: HMRI Private Sector Manager, Wallasey Town Hall, North Annexe, Brighton Street, Wallasey CH44 8ED, Tel: 0151 691 8107. If you are unhappy with this response then the complaint will proceed to Stage 2.

#### Stage 2

A member of staff should issue you with a ‘Registration of Complaint’ form or complete it with you. This form gives details of the complaint and whom it is made by. The form is then submitted to the line manager of either the team that delivers the service or who is responsible for the member of staff you wish to complain about.

The Council will respond to your complaint within 15 days of receiving it.

If you are unhappy with this response then the complaint will then proceed to Stage 3.

#### Stage 3

If you remain unhappy with the outcome of the complaint or the way in which it has been handled, then the matter will be referred to the Director of the Regeneration Department.

### Seeking help

Officers will ensure that each complaint is investigated thoroughly and dealt with following the complaint procedure, however if you are still dissatisfied, you can also involve:

#### 1. Local Elected Members (Ward Councillors)

Local elected members or ward Councillors represent the views and interests of the general public. Many elected members hold regular surgeries in which you can approach them for help or advice. Alternatively you can contact them by telephone or email.

#### 2. You may also find it useful to approach your local Member of Parliament (MP). (For details about your local councillor and/or MP please ask your Home Ownership Advisory Officer)

#### 3. Local Government Ombudsman

If you wish to complain about the Council or a Councillor you can approach the Local Government Ombudsman (LGO). The ombudsman can investigate maladministration by a council that has resulted in causing you an injustice.

If you wish to gain further information about the Local Government Ombudsman please contact them on:

0845 602 1982 (Advice Line)

or

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