

Treating everyone fairly

Reading Borough Council is committed to ensuring equality of opportunity and access to its services. It would be helpful if you would provide information about yourself (or the person you are representing if you are complaining on their behalf) to help us monitor who is using our complaints service. All the information you give will be kept **completely confidential** and will not affect how your complaint is dealt with.

Are you Male Female

What was your age on your last birthday?

Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time).

Yes No

To which of these groups do you consider you belong?

White: British Gypsy or Irish Traveller Irish

Any other White background (please write in)

Mixed: White and Black Caribbean White and Asian

White and Black African Any other Mixed background (please write in)

Black or Black British: Caribbean African

Any other Black background (please write in)

Asian or Asian British: Indian Chinese Bangladeshi

Pakistani Any other Asian background (please write in)

Other ethnic group: Arab Any other ethnic group (please write in)

What is your religion? No religion Hindu Sikh Buddhist

Jewish Christian Muslim Other (please write in)

Which of the following options best describes how you think of yourself? Heterosexual (straight) Bisexual Gay or lesbian

Prefer not to say Other (please write in)

Comments and Complaints about Council services

You can tell us your comment or complaint:

- online by going to www.reading.gov.uk/complaints and using the online form, or
- by phoning us on 0118 937 3787, or
- in person at one of our receptions, or
- by filling out this form and returning it to the Civic Offices.

We will take the details and make sure it is dealt with by the right service.

Not all complaints to the Council follow this procedure

Schools. Please contact the Headteacher of the school directly.

Adult and children's social care. Contact your social worker or their manager.

Housing. Use the complaints procedure on this leaflet. Council tenants may be given further options after stage two.

Complaints about Freedom of Information Act requests and Data Protection breaches should be addressed in writing to the Head of Legal & Democratic Services at Reading Borough Council.

Complaints About Councillors

Councillors sign up to a code of conduct. Leaflets explaining this code and how to complain if you think it has been broken are available:

- from the Civic Offices, or
- online at www.reading.gov.uk/complaints



www.reading.gov.uk

 **Reading**
Borough Council
Working better with you

Sorting Out Complaints

Most complaints can be sorted out by discussing the problem. If we agree a solution we will keep a record to make sure nothing was missed.

If we cannot solve the problem immediately it will be passed on for further investigation and action. We use a two stage complaints process to do this.

Stage One

- Within 5 working days we will write and tell you who is investigating your complaint.
- The letter will also explain how long this will take.
- We aim to answer your complaint within 20 working days.
- The investigating officer will write to you with the results of the investigation.
- This letter will explain what to do if you are not happy with the investigation.
- If you want to take your complaint to stage two you need to write to us within 14 days of receiving this letter.

Stage Two

- Within 5 working days we will write and tell you who is doing the stage two investigation.
- The investigating officer will be a more senior officer.
- The officer will contact you and make a written record of your complaint.
- Within 30 working days their service manager will write and tell you the result of the investigation.
- You will also get a copy of the officer's report.

We aim to sort out any complaint as quickly as possible and hopefully you won't want to go to stage two. However, if you are still dissatisfied after stage two you have the right to contact the Local Government Ombudsman.

The Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH
Telephone: 0300 062 0614 www.lgo.org.uk

This information can be made available in Braille, on tape or in a different language on request. Please contact Customer Services on 0118 937 3787.

Feedback Form

If you are making a complaint on behalf of someone else put their name and address on a separate piece of paper. You also need to send proof you have their permission to make the complaint.

Your name

Your address

..... Postcode

Can we contact you by phone or email? Yes No

Please indicate which you prefer:

Daytime telephone number:

Email

Please provide details of your comment or complaint

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What, if any, impact has this had?

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

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Have you written or spoken to anyone at the Council about this matter before? If so, please provide details

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Signed Date

If there is not enough space on this form please use another sheet of paper.

Please return this form to: Freepost RTLS-CKGX-RKLL, Reading Borough Council, Customer Relations Team, Civic Offices, Bridge Street, Reading, RG1 2LU.