

Complaints, Compliments & Comments

Help us to improve our Services

Making a Complaint

Any individual member of the public (or someone acting on their behalf), who has received, or was entitled to receive a service, may make a complaint.

You may make a complaint on behalf of someone else, where that person:

- Is a child
- Has requested you to act on their behalf
- Lacks capacity
- Has died (as long as you have a legitimate reason for acting on behalf of this person).

We always aim for high standards but sometimes things do go wrong. If you are unhappy with the service you have received then please tell us. We can then use this feedback to improve our services.

This factsheet explains how the Council will work with our customers to resolve complaints. Guidance from the Welsh Government tells us how we must do this.

What is a complaint?

A complaint is:

- An expression of dissatisfaction or concern
- Either written or spoken or made by any other communication method
- Made by one or more members of the public
- About the Council's actions or lack of action; or
- About the standard of service provided

A complaint is not:

- An initial request for a service
- A formal review or appeal against a decision or determination
- A means to seek change to legislation or a 'properly made' policy decision
- A means for lobbying groups / organisations to seek to promote a cause
- A complaint made by an organisation or individual not receiving a service from the Council and who is not acting on behalf of a customer.

Looking after your personal information

If you make a complaint, we will respect your right to confidentiality. Although we will need to share the information you give us with others who might be dealing with your complaint, we will only do this if necessary. We will not pass on any information unless we have to do so by law, and will only pass on as much as is necessary.

The complaint process

A complaint should usually be made within 12 months of a person becoming aware of the problem.

A complaint can be made in writing (letter or email) or orally (by phone or in-person).

There are **two stages** to the process.

Stage 1 - Informal

You can discuss your concerns with the member of staff dealing with your matter or their supervisor/manager. You can let us know of your concerns in a number of ways, outlined overleaf.

- In person
- By telephone
- In writing
- Online/e-mail

If you are not sure who to contact then please call our Contact Centre on (01437) 764551 who will be happy to help you.

Your complaint will be acknowledged within **5 working days**. You will then receive a response to your complaint within **10 working days**. Most complaints can be quickly sorted out in this informal way but if you are not satisfied with our response, you can ask for it to progress to **Stage 2**.

Stage 2 - Formal Investigation

To make a formal complaint you will need to inform the relevant Complaints Contact Officer (see page 3&4).

Your complaint will be acknowledged within 5 working days.

The designated Complaints Contact Officer will compile a formal written record of your complaint and the outcome that you would like to achieve. They will appoint an investigator to look into your complaint and tell you who this person is. You will usually be informed of the outcome within 20 working days.

The investigation will not start until you and the Council both agree on what is to be investigated.

The allocated Complaint Investigator will prepare a report for the Council.

You will then receive a written response to your complaint from the Council. This will explain the outcome from the investigation, any further action we intend to take to put things right and any service improvements to be put in place.

To contact the Complaints Contact Officer

Please see the list of officers on page 3 & 4.

Can I ask someone to help me with my complaint?

Children who have received a service and some adults may qualify for help to bring a complaint forward through the assistance of an advocate. We can help put you in touch with an advocate if you qualify for the service.

What if I'm not sure who to complain to?

You may have a complaint about a service we have arranged for you with another provider, such as a contractor. Each organisation will have its own complaints process and we will be happy to help you make a complaint about any of these services.

What can I do if I'm still not happy?

If you are dissatisfied with the Council's response to your complaint, you can ask the Public Services Ombudsman for Wales to look into it.

Public Service Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, Bridgend,
CF35 5LJ

☎: 0300 790 0203 (calls charged at local rate)

☎: 01656 641199

✉: ask@ombudsman-wales.org.uk

What if I have a compliment ?

If you are pleased with a service you have received or the way that we have dealt with you then please tell us so that we can learn from this. Please send to:

**Information Governance & Complaints,
Pembrokeshire County Council,
Haverfordwest, SA61 1TP**

✉: compliments@pembrokeshire.gov.uk
www.pembrokeshire.gov.uk - Click on 'Your Council' then 'Compliments and Comments' and follow the instructions on screen.

Complaint Contact Officers

Corporate Units

For complaints about Human Resources, Policy, Legal and Elections, your contact is:

Nicky Edwards, Technical Support Officer

☎: 01437 775856
✉: Nicky.Edwards@pembrokeshire.gov.uk

Welsh Language

Nicky Edwards, Technical Support Officer

☎: 01437 775856
✉: Nicky.Edwards@pembrokeshire.gov.uk

Procurement and Customer Services

For complaints about benefits, council tax, council house rents, business rates, payroll and creditor payments, Facilities (including car parks), Customer Contact Centres, and Information Technology your contact is:

Duncan Betteley, Business Manager

☎: 01437 775211
✉: Duncan.Betteley@pembrokeshire.gov.uk

Leisure Services

For complaints about tourism, leisure centres, student awards, beaches, your contact is:

Gary Nicholas, Leisure Services Officer

☎: 01437 776005
✉: Gary.Nicholas@pembrokeshire.gov.uk

Cultural Services

For complaints about libraries, museums, archives, registrars and the arts, your contact is:

James Thornley, Cultural Services ICT Manager

☎: 01437 776083
✉: James.Thornley@pembrokeshire.gov.uk

Housing Commissioning

For complaints about council house allocation, grants, tenancy management, sheltered housing, homelessness and housing options, your contact is:

Katie Mullins or Nia Davies, Customer Liaison Officers (Housing)

☎: 01437 776556 / 776230
✉: HousingCLO@pembrokeshire.gov.uk

Maintenance

For complaints about council house repairs, maintenance of: buildings and street lighting your contact is:

Phillip Horne, Area Maintenance Officer or Stuart Uzmez, Responsive Repairs Assistant Area Supervisor

☎: 01437 776279 / 776650
✉: Phillip.Horne@pembrokeshire.gov.uk
✉: Stuart.Uzmez @pembrokeshire.gov.uk

Planning

For complaints about planning, the development plan, conservation, building control, your contact is:

Michelle Webber, Conservation Team Leader

☎: 01437 776503
✉: Michelle.Webber@pembrokeshire.gov.uk

Kirstie Thomas, Departmental Secretary

☎: 01437 775324
✉: Kirstie.Thomas@pembrokeshire.gov.uk

Property and Asset Management

For complaints about property management and review, county farms, markets, Haverfordwest Airport, your contact is:

Jo Collis, Property Records Officer

☎: 01437 776517

✉: Jo.Collis@pembrokeshire.gov.uk

Economic Development and Regeneration

For complaints about economic development, regeneration projects, tourism development, community regeneration, your contact is:

Kirstie Thomas, Departmental Secretary

☎: 01437 775324

✉: Kirstie.Thomas@pembrokeshire.gov.uk

Social Services

For complaints about services for older people, children & families, mental health, physical disabilities, learning disabilities, fostering & adoption, your contact is:

Richard Williams or Amanda Davies, Social Services Complaints Officers

☎: 01437 775503 / 776208

✉: SocialCareComplaints@pembrokeshire.gov.uk

Education

For complaints about school admissions, special needs education and statements, music service, youth services, adult learning, sports development, early years education and play, catering services, your contact is:

Lyn Herde, Personal Support Development Officer

☎: 01437 776473 or 07920 702413

✉: Lyn.Herde@pembrokeshire.gov.uk

PLEASE NOTE – Complaints about schools must be dealt with by the school concerned, following their own complaints procedure. Please contact the school directly for a copy of their Complaints Policy.

Infrastructure

For complaints about highways, sewers, transportation, car parks, road safety, coastal protection, architecture, engineering and Bridge Innovation Centre your contact is:

Shaun Griffiths, Corporate Systems & Safety Manager

Jennifer Brown, Data & Systems Officer

☎: 01437 77 5077/5419

✉: Shaun.Griffiths@pembrokeshire.gov.uk

✉: Jennifer.Brown@pembrokeshire.gov.uk

Environment and Civil Contingencies

For complaints about street cleaning, litter collection, drainage and the maintenance of:, highways, public toilets, parks, gardens and play areas, refuse (including trade waste), recycling and civic amenity sites, crematorium, parks, Tenby and Fishguard Harbour, emergency planning and abandoned vehicles your contact is:

Sandra Davies, Waste Operations Asst.

☎: 01437 775935

✉: Sandra.Davies@pembrokeshire.gov.uk

Public Protection

For complaints about environmental health, food safety/standards, licensing, pest control, dog control, private sector housing, animal health & welfare, trading standards, community safety, your contact is:

Jemma Price-Lewis, Admin Supervisor

☎: 01437 776203

✉: Jemma.Price-Lewis@pembrokeshire.gov.uk

Environmental Enforcement

For complaints about littering, dog fouling, other anti-social behaviour, Fixed Penalty Notices, your contact is:

☎: District Enforcement: 0203 131 3771

✉: Pembrokeshire.council@district-enforcement.co.uk

PLEASE NOTE – Complaints regarding environmental enforcement are dealt directly by District Enforcement and not by Pembrokeshire County Council.