

Compliments, Comments and Complaints

We aim to give you the best possible service. We value your feedback and would like to hear from you, both when we get it right and if we get it wrong.

If you have a compliment or comment you wish to make, or if you are unhappy with the...

- standard of service received
- Council's actions
- lack of action
- unnecessary delay

please use the form available on our website www.midsussex.gov.uk/comments or you can send a letter to the address on the back of this leaflet.

We would like to have the opportunity to resolve the problem. Our complaints procedure diagram can be found overleaf.

We consult widely with residents, service users and others about existing and planned services and initiatives. If you would like to know more, please see:

www.midsussex.gov.uk/consultation



Compliments, Comments and Complaints



Customer Services Manager
Mid Sussex District Council
Oaklands
Oaklands Road
Haywards Heath
West Sussex RH16 1SS

Email: comments@midsussex.gov.uk
Website: www.midsussex.gov.uk/
Telephone: 01444 477510

Working together for a better Mid Sussex

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Tel. 01444 458166

Complaints Procedure

Complaint sent in writing

Council receives letter of complaint from the complainant and the Complaints Officer acknowledges it within 5 working days, explaining that the Business Unit Leader will respond in full.

First Stage

Business Unit Leader to send response to complainant within 10 working days. Should longer be needed, the complainant will be informed.

If the complainant does not send a request for further investigation, then the complaint is considered closed.

If the complainant is unhappy with the response, they should write within 28 days of receiving it and the complaint goes to the Second Stage where an independent Head of Service investigates it.

Second Stage

The Complaints Officer will acknowledge the request and inform the complainant which independent Head of Service is to review the complaint. The Head of Service will investigate and respond to the complainant within 15 working days. Should longer be needed, the complainant will be informed.

Third Stage

Second Stage response is sent by independent Head of Service (contact details for the Ombudsman are included in the response).

The Council hopes that the full investigation resolves the complaint.

If the complainant is unhappy with this response they can refer the complaint to the Local Government Ombudsman.