

# Compliments, Comments and Complaints

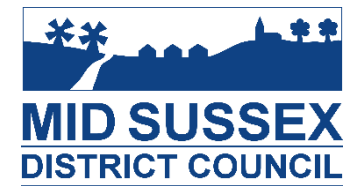
We aim to give you the best possible service. We value your feedback and would like to hear from you, both when we get it right and if we get it wrong.

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

The best way to submit your comments is by:  
Using the on-line form on our website;  
[www.midsussex.gov.uk/comments](http://www.midsussex.gov.uk/comments)  
by email to [comments@midsussex.gov.uk](mailto:comments@midsussex.gov.uk) or  
by 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.



## 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](mailto:comments@midsussex.gov.uk)  
Website: [www.midsussex.gov.uk/](http://www.midsussex.gov.uk/)  
Telephone: 01444 458166

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# 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 Head of Service will respond in full.

## First Stage

Head of Service 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 Assistant Director investigates it.

## Second Stage

The Complaints Officer will acknowledge the request and inform the complainant which independent Assistant Director is to review the complaint. The independent Assistant Director will investigate and respond to the complainant within 20 working days. Should longer be needed, the complainant will be informed.

## Third Stage

Second Stage response is sent by independent Assistant Director (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.