

Compliments, comments and complaints

Customer response form - have your say

Your details

Mr Mrs Ms Other

Surname

First name(s)

Address

Postcode

Daytime telephone number

Email

How do you wish to be contacted? (please tick)

Email Letter Telephone

Which area are you commenting about?

Have you reported the problem previously?

If so, who to?

How did you report it? (please tick)

Email Letter Telephone In person

Date reported

Please tick the box that best describes your ethnic origin.

White British Asian British Black British

Chinese or other ethnic group Mixed

Do you consider yourself to be disabled?

Yes No

Your comments and suggestions. What do you think we can do to put things right?

Please continue on a separate sheet if necessary.

Compliments, comments and complaints

The Lake District National Park Authority values the importance of customer compliments, comments and complaints. We welcome this as valuable feedback and we will use this information to help drive forward improvements in our service.

Compliments

Compliments let us know when you are happy with our services and help us identify what we are doing well and how we can use this in other services.

Comments

Comments and suggestions provide ideas on how we can improve a service, save money or provide information to you. We welcome any suggestions on how we can improve any aspects of our services to you.

Complaints

A complaint is a way of telling the Authority you are not happy with a service and gives us the opportunity to put things right. A complaint can include a lack of response, discourtesy, failure to meet deadlines or other issues.

How to Make a Complaint

Complaints we receive are answered in a three stage approach:

Stage 1

These complaints are answered by front line staff and Team Leaders. If we are unable to resolve the matter immediately, complaints will be acknowledged within two working days and a full reply within 15 working days. If the matter is complex, we will keep you informed on progress.

Stage 2

If you are unhappy with the response received, you have the right to have the complaint reviewed by the Head of Service within the department that initially investigated the complaint. They will investigate the handling of the complaint and reply within 15 working days.

Stage 3

If you are still unhappy with the response of the Head of Service at Stage 2, the complaint will be referred to a Director from another Directorate to review the outcome of a Stage 2 complaint. You will receive a response within 15 working days, although if the matter is complex this may need to be extended after consultation with you.

Local Government Ombudsman

If you are still unhappy with the way the Authority has handled your complaint, you may contact the Local Government Ombudsman to investigate the matter:

Local Government Ombudsman
Beverley House, 17 Shipton Road
York, YO30 5FZ

Tel: 01904 380220

Fax: 01904 380269

Website: www.lgo.org.uk

Please note that the Ombudsman will expect you to have given the Authority a chance to sort the complaint locally before getting involved.

Anonymous Complaints

We understand it could be difficult for you to make a complaint. We treat all complaints in the strictest confidence and that it is your right to complain. If you do not give us a contact name or address, we will not be able to get back to you with the outcome of the investigation.

Data Protection

The information you provide will only be held for the purposes of processing and administration and will not be passed to any other organisation.

However, in order to investigate your complaint fully, we may need to divulge your information to other Authority staff. This will only be done where absolutely necessary.

Should you refer your complaint to the Local Government Ombudsman, then information must by law be provided to them on request.

Freedom of Information

Any correspondence received by the Authority may be subject to a Freedom of Information Request. Where appropriate, the Authority will try to maintain anonymity.

Where can I get further advice and help?

- Fill in the customer response form and return it to the address below.
- You can contact us by phone or call into our offices and we will help you fill in the form.
- You can also ask a friend or relative to help you. Anyone acting for you has the same rights as you have.
- You can also download a customer response form at www.lake-district.gov.uk

Lake District National Park Authority
Murley Moss
Oxenholme Road
Kendal
LA9 7RL

Telephone: 01539 724555

Fax: 01539 740822

Email: complaints@lake-district.gov.uk

Website: www.lake-district.gov.uk