

Making a complaint

We aim to provide our services quickly and efficiently and meet our *service standards* but occasionally things can go wrong.

You will find our *service standards* in the [Service Standards: Our promises to you](#) section of this handbook.



Please tell us if you are not happy with something and we will do our best to put it right, and to make sure we don't do the same thing to you or someone else.

We would also like to know if you are pleased with us as our staff take pride in their work, so it means a lot to us when someone tells us that we got it right. This helps us to find out which parts of our services work well.

What if I have a complaint?

If we fail to meet our *service standards*, which are our promises to you, then you should complain to us.

What can I expect from PHP when I make a complaint?

- ★ Our staff will be polite and give you their name
- ★ We will use everyday language and avoid jargon
- ★ We will speak to a relative or friend if you want us to
- ★ We will provide information in large print, on a tape or in a different language if you need it
- ★ We will provide an interpreter or someone who can do sign language if you need us to

Who should I contact?

You can contact the person who has been dealing with you, but if you do not want to do this, ask for the name of their manager.

You can also contact our Head of Best Value and Performance who deals with complaints for PHP.

 **0800 652 3900**

 **comments.php@poole.gov.uk**

How do I contact PHP to make a complaint?

You can contact us to make a complaint:

- ★ By phone either to the person you have been dealing with or to our Head of Best Value and Performance
- ★ In person, by calling in to our offices. Details are in the **How to contact us** section
- ★ By letter to the person you have been dealing with or to our Head of Best Value and Performance
- ★ By e-mail: comments.php@poole.gov.uk

What if I want to take the complaint further?

If you are not happy with our response to your complaint, you can take it further by contacting (in order):

1. The Chief Executive of PHP
2. The Head of Housing and Community Services at the Borough of Poole
3. The Local Government Ombudsman

If you are not happy with the response from each of the above you may take it on to the next person.

A copy of our complaints procedure is available on request. Just call 0800 652 3900.

You may also wish to contact The Citizens Advice Bureau for independent advice. Please see the **Other useful contacts** section for details on how to contact The Citizens Advice Bureau.

