



COMPLAINTS PROCEDURE

Somerset West and Taunton Council aim to provide an excellent service to all of our customers. If we get something wrong, we want to try to put it right quickly and learn from the mistake to help improve our services in the future.

Complaints would cover:

- Failing to deliver a service,
- A delay in providing a service,
- The behaviour of a member of our staff.

Your complaint should be about something specific. Please let us know:

- What has gone wrong, giving us as much detail as possible because it helps us to understand the situation better,
- How it has affected you,
- What you would like us to do to put things right.

Complaints should be made as soon as possible after the incident because it is easier to gather information at the time and to avoid a repeat.

Please note, Somerset West and Taunton Council does not deal with education (schools), highways (roads/roadworks/potholes) and adult and social care (Social Services). Please direct any complaints concerning these areas to Somerset County Council [complaints process](#)

What is not a Complaint?

The Complaints procedure should not be used for issues which are:

- A request for service i.e. my bins have not been collected.
- An initial maintenance fault report i.e. tiles have fallen off my house.
- Requests for an explanation of a Council policy.

- Complaint about a service that the Council has no control over.

The Complaint Process

If you make a complaint it will be acknowledged and investigated by our Corporate Feedback Case Manager whose role is to manage and monitor corporate feedback to ensure that we learn from our mistakes, correct them and improve the customer experience.

We aim to provide a full response within 10 working days however in complex cases this may not be possible, the Corporate Feedback Case Manager will keep you updated on our progress.

If you are not satisfied, you have the right to contact the Local Government and Social Care Ombudsman - this is an independent, impartial and free service.

How to Submit a Complaint

Complaints can be submitted by the following methods;

- Online – customers can submit a complaint via the website

www.somersetwestandtaunton.gov.uk/contact-us/complaints-and-compliments

- Letter – a written letter can be sent to; Corporate Feedback Case Manager, Somerset West and Taunton Council, PO Box 866, Taunton, TA1 9GS
- Email – complaints can be submitted via the email address enquiries@somersetwestandtaunton.gov.uk

Housing Ombudsman

Complaints about the Council in its role as a social landlord, and its responsibilities for leasehold housing, are dealt with according to the law.

If you are unhappy with the outcome of your complaint, you can refer the issue to your local councillor or MP.

You can choose to wait 8 weeks, after this you can go to the Housing Ombudsman direct.

When your councillor or MP gets your complaint they can:

- Help resolve your complaint.
- Refer the complaint to the Housing Ombudsman before the 8 week time limit.