

Customer Compliments & Complaints

Recycle-
Brilliant!

NOISE
NUISANCE

OUTSTANDING

Clean
Up!!!

Listen to me!!!

Rubbish

*@**%!!!

NOT
FAIR!!

GREAT!!

GOOD
Services
Good
Value

WHAT
IF?

Your Council, Your Services

HAVE YOUR SAY!

customer compliments and complaints



Wychavon District Council provides a wide range of services to its 100,000 residents and whilst we aim to maintain the highest standards there will be times when our service does not meet your expectations.

If you are unhappy about the service we have provided because:-

- a member of staff was rude to you
- the Council has broken a promise
- you received a poor quality service or
- you did not receive a service at all
- not happy with a decision made by councillors

You can make a complaint, it will be investigated and where possible we will put things right.

There will be some complaints that we cannot take action on, for example,

- a request for service, except where this follows service failure
- a complaint about a central government policy

making a complaint



There are many organisations providing public services within the area and overleaf is a list of some of the services Wychavon District Council provides. If we receive a complaint that relates to a service not provided by Wychavon your complaint will be passed to the appropriate organisation.

what Wychavon District Council are responsible for -



- A** Abandoned Vehicles
Air Pollution
Animal Boarding Licenses
Arts Development
- B** Benefits
Best Value
Building Control
Business Rates
- C** Car Parking (Off Street and On Street)
CCTV
Charity Collections
Civic Centre Bookings
Community Grants
Community Safety
Concessionary Fares
Conservation
Contaminated Land
Council Tax
- D** Dangerous Structures
Demolitions
Development Control
Dog Warden
Dog Fouling/Barking
- E** Economic Development
Elections
Electoral Registration
Emergency Planning
Energy Efficiency
Environmental Health
- F** Flooding Alleviation and Advice
Fly Posting/Tipping
Food Safety and Hygiene
- G** Grass Cutting
- H** Hackney Carriages Licenses
Homelessness
Housing Advice
Housing Grants - Renovation, Disabled
Facilities, Home Repair
Assistance etc.
Housing Register
- I** Infectious Disease Control
- L** Land Charges
Land Drainage - Advice and Enforcement

Landscape/Forestry
Leisure Services
Licensing
Lifeline - Worcestershire Careline
Listed Buildings
Local Agenda 21
Local Plans
Lottery Permits (Raffles)
- M** Money and Welfare advice
- N** Noise Nuisance
- O** Offensive Odours
- P** Parks and Open Spaces
Pest Control
Planning
Planning Enforcement
Planning Policy
Poop Scoop Bins
Property and Land
Property Standards
Public Entertainment Licenses
Public Toilets
- R** Recycling
Refuse Collection
Renovation Grants
- S** Social Housing Development
Sports Development
Street Cleaning
Street Collections
Street Names and Numbering
Sustainability
- T** Taxi Licenses
Tourism
Town Centres
Transportation Policy
Trees/Hedges
Tree Preservation
- W** Welfare Rights
Water Pollution

need help?

If you wish to make a complaint, staff at the following offices will be happy to help. You may contact them in person or on the telephone.

PERSHORE COUNCIL SHOP

Civic Centre
Queen Elizabeth Drive
Persore, Worcs.
WR10 IPT
Tel: 01386 565000

EVESHAM COMMUNITY CONTACT CENTRE

Abbey Road, Evesham
Worcs. WR11 4SB
Tel: 01386 443322

DROITWICH COMMUNITY CONTACT CENTRE

High Street
Droitwich Spa
Worcs. WR9 8ES
Tel: 01905 794272

Alternatively you can complete the form included in this leaflet.

Once you have completed the form, giving as much detail as possible, please return it to the Freepost address provided on the form. Take care when folding the form to ensure that the Freepost address is clearly visible.

If it's easier, you can fax your completed form to 01386 561091 or e-mail details of your complaint to service@wychavon.gov.uk

what happens next?

Within two working days of receiving your form we will acknowledge it either in writing or by email. We will then investigate your complaint and will write to you within fifteen working days to advise you of the result of that investigation and of any action the Council will be taking.

Some more complex complaints will take longer to investigate but where this is the case you will be advised in writing of the reason for any delay.

Still not satisfied?

If, after having had your complaint investigated you are still not satisfied there are a number of steps you can take. You can: -

- Contact your District Councillor;
- Contact your Member of Parliament
- Complain to the Local Government Ombudsman

Please contact one of the Contact Centres or the Pershore Council Shop detailed above for further information.

complimenting a service, department or staff



If you have received particularly good service we would like to hear about it. We are constantly reviewing our services to ensure continuous improvement and need to hear about what works well. Compliments are forwarded to the section or member of staff concerned and are also reported to senior management and Members of the Council.

To make a compliment please complete the form included in this leaflet.

For further information please contact one of the offices detailed above or contact the Democratic Services Officer, Civic Centre, Queen Elizabeth Drive, Pershore, Worcs. WR10 IPT. Tel: (01386) 565437.

Customer compliments and complaints form



Customer Details:	
Name	
Address inc. postcode	
Tel. No.	
Date of Incident	
Location	
Department/Section	
Staff involved	
Details (Please give as much information as possible and continue overleaf if necessary)	

Continued...



FOLD C (TUCK INTO B)

FREEPOST
No stamp
required

DEMOCRATIC SERVICES
WYCHAVON DISTRICT COUNCIL
FREEPOST SWC2753
PO BOX 26
PERSHORE
WR10 1ZD

FOLD A

FOLD B