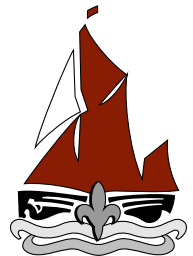


**making a  
comment,  
complaint  
or  
compliment**



**MALDON DISTRICT  
COUNCIL**

**We want to  
ensure that  
our services**

are provided efficiently, and that you are dealt with courtesy and understanding. We are, through our Customer Charter, totally committed to giving you high quality services and our staff work hard to achieve this. We would therefore like to hear what you have to say.

## Do you have a comment, suggestion or compliment?

We welcome any comments you may have on the service you have received from Maldon District Council. You can find out how to send your comment to us on the back of this leaflet. If you request a response we will get back to you in seven working days.

## Do you have a complaint?

If you are unhappy with Maldon District Council because of the quality of our service, something we have done or something we have not done we would like to know how we can put things right. If we have made a mistake, we want to learn from it so that we can improve our service.

## How to make a complaint

There are three stages available to you when you make a complaint.

**Informal stage:** Talk to us first. If you contact us by phone or visit our Council Offices we will try to resolve your complaint there and then. If this is not possible we will deal with your feedback as a stage one complaint.

**Stage one:** Complaints can be made in a variety of ways such as by letter, contact us, telephone or by using the complaints form at our Council Offices and on our website.

Once we have received your complaint it will be passed to the appropriate **Head of Service** for investigation and response. He/she will respond to you within seven working days of receiving the complaint.

**Stage two:** If you are not satisfied with our response to your complaint, you should let us know by writing to us. Once we have received your letter or email it will be passed to the appropriate **Director** for further investigation and response. The Director will review the Stage One investigation and will respond within seven working days of receiving your letter or email.

## Local Government Ombudsman

If you are not satisfied with the Director's response at Stage Two you can contact the Local Government Ombudsman (LGO).

The LGO is a free service that looks at complaints about councils and other authorities and their job is to investigate complaints in a fair and independent way. You can call the LGO Advice Team on 0300 061 0614 or 0845 602 1983 to discuss your complaint or contact them by:

Email

advice@lgo.org.uk

Fax

024 7682 0001

Text 'call back' on

0762 480 4323

Write to

The Local Government Ombudsman,  
PO Box 4771, Coventry CV4 0EH.

For more information

go to the LGO's website [www.lgo.org.uk](http://www.lgo.org.uk), where you will find detailed information about their service and an online complaint form.

# How to contact the Council if you have a comment, compliment or complaint

Phone:

01621 854477

Online:

[www.maldon.gov.uk](http://www.maldon.gov.uk)

Write to:

Maldon District Council,  
Princes Road,  
Maldon, Essex, CM9 5DL

You are also welcome to visit us at the above address.

If you require this leaflet in large print, Braille, audio recording or translated in to another language please contact us on 01621 854477.

