



Let us know
if we go wrong and
we'll do our best to
put it right for you.



Complaints

Tips for making your complaint

Don't delay



Let us know as soon as possible so it is easier for everyone involved to remember what happened.

Put it in writing



It is useful to have all the details written down – use the form enclosed with this booklet or complete the online form on our website. Alternatively send us a letter or email.

Provide evidence



Send copies of relevant documents, photographs and notes from any telephone conversations about your complaint – try to include the names of any council officers involved.

Let us know how we can contact you so we can get in touch if we need more information.

Your feedback is important to us

At Hackney Council, we are committed to giving you excellent services. But because we provide hundreds of services to thousands of people sometimes things can go wrong.

If you are unhappy with a service, we want to hear about it so we can put things right for you. Your complaint is also important to help us learn from our mistakes to improve services for everyone in the future.

We want to make it as easy as possible to make a complaint.

How to make a complaint

- Use the post-back form enclosed (no stamp needed)
- Complete the online complaints form at **www.hackney.gov.uk/complaints**
- Email us at **complaints@hackney.gov.uk**
- Send a letter to Complaints Team, London Borough of Hackney, FREEPOST LON18986, London E8 1BR (no stamp needed)
- Hand in your form or letter at any Council office
- Call the Complaints Team on **020 8356 3770**

If you would like to make a general comment, compliment or suggestion, please use one of our orange feedback cards.

What happens to your complaint

Most complaints coming into the Council go through a three-stage procedure

Stage 1 – Problem solving

The manager of the service you are unhappy with will try to sort out your complaint.

We aim to provide a full response within 15 working days.



Stage 2 – Independent investigation

If you are not satisfied with the response, a manager with no previous involvement with your complaint will investigate further.

Again, we aim to respond within 15 working days.



Stage 3 – Independent review

If you are still not satisfied, the Council's central complaints team will review your complaint.

The Team aim to respond within 20 working days.



Local Government Ombudsman

If you are still not satisfied with our response to your complaint, you can go to the Local Government Ombudsman (LGO) who investigates complaints against councils. You will usually need to complete all three stages of our complaints process before the LGO can help.

Call: **0300 061 0614** or **0845 602 1983** (8.30am to 5pm Mon-Fri).

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

Or complete an online form at **www.lgo.gov.uk**

Services with different procedures

If you are not sure who to contact, call our Central Complaints Team on **020 8356 3770**.

Adult Social Care

One single investigation – after deciding with you on the best way to resolve your complaint and by working together with any other organisation who may be involved (such as the Health Service or a care provider).



Call: **020 8356 4720**

Email: **cscomplaints@hackney.gov.uk**

Web: **www.hackney.gov.uk/adultscomplaints**

Children's Services

Three stages - local resolution, investigation and independent review panel tailored to the needs of each case.



Call: **020 8356 5800**

Email: **children.complaints@hackney.gov.uk**

Web: **www.hackney.gov.uk/childrencomplaints**

Council Housing

All complaints about Council houses need to go to Hackney Homes.



Call: **020 8356 5022**

Email: **housing.complaints@hackneyhomes.org.uk**

Web: **www.hackneyhomes.org.uk/h-feedback**

Write: Complaints Team, Hackney Homes, 136-142 Lower Clapton Road E5 0QD

Parking Tickets

If you are unhappy about a parking ticket (PCN), make an appeal in writing.



Call: **020 8356 8877**

Email: **btparking@hackney.gov.uk**

Web: **www.hackney.gov.uk/parkingfines**

Write: Parking Appeals PO Box 39054 London E8 1WS

Schools

Raise concerns and complaints directly with the school For more information visit the Learning Trust website at **www.learningtrust.org.uk**

Other sources of help

You may also want to ask your local councillor, a voluntary agency, a friend or relative to help you make your complaint.

Find out who your local councillor is at www.hackney.gov.uk/findmycouncillor or call Hackney Contact Centre on **020 8356 3000**

Here are some local agencies who can help you make a complaint

Citizen Advice Bureau

Free, confidential, independent advice. www.eastendcab.org.uk

Advice Line: **0844 499 1195** (Live advisors Tues & Wed 1pm to 3pm)

Dalston CAB: **020 8525 6350** Mare Street CAB: **020 7249 8027**

Hackney Community Law Centre

Free legal advice and representation. www.hclc.org.uk

Advice Line: **020 8985 8364** (10am to 1pm)

Reception: **0208 985 5236** (9.30am to 5.30pm)

Age Concern Hackney

Promoting the well-being of all older people. www.ageconcernhackney.org.uk

Advice Line: **0800 917 9830**

Disability Hackney

Promoting equal opportunities for disabled people. www.disabilityhackney.org

Tel: **020 7249 7849**

Choice in Hackney

Free advocacy for disabled people.

Tel: **020 76133206** Minicom: **0207613 3208**

MIND

Advice and information, including advocacy, for people with mental health problems. www.cityandhackneymind.org.uk

Tel: **020 8985 4239**

How did we do?

We are always interested in how you think our service could be improved.

Once we have investigated your complaint, please spare some time to share your thoughts about how we handled it.



Call: **020 8356 3770**,

Email: **complaints@hackney.gov.uk**

Write: Complaints Team, London Borough of Hackney,
FREEPOST LON18986, London E8 1BR (no stamp needed).

We may also ask you if you don't mind completing a short satisfaction survey.

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

আপনি যদি জানতে চান এই নথির বিষয় সম্পর্কে জানতে চান তবে
এই নথির বিষয় জানতে চান তবে দয়া করে নিচের বক্সে আপনার নাম,
ঠিকানা এবং ফোন নম্বর লিখে এই নথি ফেরত পাঠাতে চান।

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument
çî dibêje. Ji kerema xwe qutika rînasib
îşaret bikin, nav, navnîşan û hejmeta
telefona xwe li jêrê rûpejê binivîsin û wê ji
navnîşana jêrîn re bişînin.

Polish

Jeśli chcesz dowiedzieć się jaka jest treść
tego dokumentu, zaznacz odpowiednie
pole, wpisz swoje nazwisko, adres i nr
telefonu w dolnej części niniejszej strony
I przeslij na poniższy adres.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ اس دستاویز میں کیا لکھا ہے
تو براہ کرم مناسب جگہ میں صحیح نشان لگائیے اور
اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھتے ہو۔
اس دستاویز کو نیچے دیے ہوئے پتے پر بھیج دیجئے۔

Somali

Hadi i aad jirtaan lahayd in aad ogaato waxa
dokumeentigan sheegayo fadlan calaamad
godka ku haboon, ku qor magacaaga, cinwaanka
iyo telefoon lamharkaaga baggan dhankiisa
hoose ka dirna ku celi cinwaanka house

Spanish

Si desea saber de lo que trata este
documento, marque la casilla
correspondiente, escriba su nombre,
dirección y número de teléfono al final de
esta página y envíela a la siguiente dirección.

Turkish

Bu dokümanda ne anlatıldığını öğrenmek
istiyorsanız, lütfen uygun kutuyu
işaretleyerek, adınızı, adresinizi ve telefon
numaranızı bu sayfanın alt kısmına yazıp,
aşağıdaki adrese gönderin.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy
đánh dấu vào hộp thích hợp, điền tên, địa chỉ
và số điện thoại của bạn vào cuối trang này và
gửi lại theo địa chỉ dưới đây.

Chinese

如果您想知道這份文件說的是什麼，請在
適當的方格內打勾，並在頁尾填寫您的姓名、
地址及電話號碼，然後將這份文件寄到
以下地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

On Disk

In Braille

On audio tape

In another language, please state:

Name:

Address:

Tel:

Return to: