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**We value your feedback.
Let us know if we went
wrong and we'll do our
best to put it right for you.**

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Complaints

How to make a complaint

At Hackney Council, we want to provide you with the best possible service. So it is very important for us to know how we are doing.

Because we provide hundreds of services to thousands of people, things can sometimes go wrong.

If there is a problem, we need you to tell us so we can investigate and put things right. We want to learn from any mistakes so that we can provide a better service in the future.

You may want to suggest a way of improving the service. We welcome all your feedback to help us deliver better services for you.

This booklet explains the best way to let us know about a problem. We want to make it as easy as possible to let us know if things go wrong.

Write to us



Ask for a hard copy of this leaflet in any Council reception or contact The Complaints TEam on the contact details below. Complete the enclosed form and return to us in the pre-paid envelope.



Send us a letter to Standards and Complaints Team, London Borough of Hackney, FREEPOST LON18986, London E8 1BR (no stamp needed)

Phone us on 020 8356 3770

Send us a fax on 020 8356 3242

Send us an email at complaints@hackney.gov.uk

Complete the online complaints form at www.hackney.gov.uk/complaints

Visit us at any Council office where you can hand in a completed complaints form or letter.

Other sources of help

You may also want to ask for help from your local Councillor. Call 020 8356 3000 or visit www.hackney.gov.uk for a list of Councillors' names and contact details.

There are also local voluntary agencies who can support you when making a complaint.

Citizens Advice Bureau - free, independent, confidential advice.
Advice line 0870 126 4013 / www.eastendcab.org.uk

Hackney Community Law Centre - free legal advice and representation.
Advice line 020 8985 8364

Age Concern Hackney - promoting the well-being of all older people.
020 7249 7149 / infoservice@ageconcernhackney.org.uk /
www.ageconcernhackney.org.uk

Disability Hackney - promoting equal opportunities for disabled people.
020 7249 7849 / info@disabilityhackney.org / www.disabilityhackney.org

Choice in Hackney - free advocacy for disabled people.
020 7613 3206 / minicom 020 76133208 / info@choiceinhackney.org

Local Government Ombudsman

The Local Government Ombudsman is an independent national service which investigates complaints against councils.

You can complain to the Ombudsman at any time. However, your complaint will usually be referred back to us if it has not been through all the stages of our complaints procedure.

You can contact the Local Government Ombudsman on 020 7217 4650 or visit www.lgo.org.uk or write to Local Government Ombudsman, Millbank Tower, Millbank London SW1P4QP.

What you can expect from us

- ▶ We will take your complaint seriously.
- ▶ We will investigate your complaint thoroughly, quickly and fairly.
- ▶ We will give you the name and phone number of the officer who will be dealing with your complaint.
- ▶ We will tell you how long the investigation will take.
- ▶ We will keep any information you give us confidential.
- ▶ We will apologise if we have done something wrong and tell you what we are going to do to put things right.

Our three stage procedure

We have a simple three stage procedure that covers most of the services the Council provides.

There are some areas where separate legal procedures apply – for example, disputes over parking tickets, planning application appeals, housing benefit appeals, special arrangements also apply to social services and complaints about schools. If you're not sure how to proceed, then ring our Complaints Team on 020 8356 3770 and they will be able to help you.

For all complaints about Hackney housing estates you need to contact Hackney Homes on 020 8356 5022 or email housing.complaints@hackneyhomes.org.uk

Stage 1

We will write to you within three working days to let you know that we have received your complaint.

We will tell you who is dealing with your complaint and when you should expect a response. The service manager of the service area you are complaining about will deal with your complaint first.

We aim to give you a full response within 15 working days. If there are any reasons why this will not be possible, we will contact you and give you a new date for our response.

Stage 2

If you are not happy with the outcome of Stage 1, you can take the matter further. We will include details of how to do this in your Stage 1 response.

At Stage 2 your complaint will be investigated by a manager who will have had no previous involvement with your complaint.

Again, we aim to respond within 15 working days. If there are any reasons why this will not be possible, we will contact you and give you a new date for our response.

Stage 3

If you are still not satisfied after the Stage 2 investigation, you can ask for your complaint to be considered by the Council's Complaints and Standards team.

They will carry out a thorough, independent review of your complaint and respond within 20 working days. They will let you know if the investigation is going to take any longer.








If you are still not happy with our response you can take your complaint to the Local Government Ombudsman.

At Hackney Council we want to provide you with the best possible service by putting our customers at the centre of everything we do. We have a clear set of service standards that we'd like you to judge us against.








Let us know if we fail to meet them and of course we'd love to know if we manage to exceed them.

Our customer promise

This is our promise to you:

-  We will be welcoming and treat you with respect at all times.
-  We will be helpful, well informed and do our best to get it right for you first time.
-  We will use plain English, avoid jargon and provide interpretation when needed.
-  We will treat everyone fairly and equally and provide access for all.
-  We will always give our names and wear identification.
-  We will value your comments and feedback and use it to improve our services.
-  We will report to you on our performance against seven customer care standards.

Our customer care standards

-  We will answer the phone in five rings and respond to messages within one working day.
-  We will answer letters and emails within ten working days.
-  We will respond to your complaints within 15 working days.
-  We will answer information requests to info@hackney.gov.uk within 24 hours.
-  We will greet you within five minutes of coming into a Council reception.
-  We will be available to call for general enquiries in Hackney Service Centre from 8am to 8pm weekdays and 9am to 1pm on Saturdays.
-  We will ensure 24 hour secure online access at www.hackney.gov.uk to main Council transactions and to our complaints and comments process.

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

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

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.

Spanish

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

Kurdish

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

Turkish

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

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.

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.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

如果你想知道這分文件的詳細內容，請在方格內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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: Standards and Complaints Team, London Borough of Hackney, FREEPOST LON18986, London E8 1BR