Customer Feedback Form

Name
Address
Telephone Number
Email Address
What service or which officer is your feedback related to?
Tell us what happened?
What would you like to happen next?

your council working for you

Customer Feedback

"We listen and respond to our customers"

South Kesteven District Council

STAMFORD • GRANTHAM • BOURNE • THE DEEPINGS

South Kesteven District Council is committed to delivering an excellent quality of service and want to hear what you think of us, whether you were really pleased with your experience, felt we could have done better, or simply want to share your thoughts.

We want to learn from what our customers have to say and that is why it is so important to us. We need to know if you feel we got it wrong or could have done something better or if we didn't meet your expectations.

Tell us what you liked…

This could be about a person, a service, a single event or a chain of circumstances that made your experience a positive one.

Tell us what you thought…

About a standard of service, policy or decision made by SKDC or our team. Maybe you have a suggestion about something we could do differently.

Tell us what you didn't like…

Perhaps about a standard of service, a failure to meet your expectations, an action or a lack of action or because you found it difficult to access our services – anything which you feel is unacceptable.

What will we do when we receive your feedback?

- ✓ acknowledge and respond to your feedback within the laid down time limits
- ✓ in our acknowledgement, tell you the name of the person or section that will deal with your feedback
- ✓ if the investigation results in complexities which mean we can't meet our own timescales we will keep you fully informed
- ✓ in our response tell you what we are able to do or what we are not able to do and why
- ✓ admit when things go wrong
- ✓ learn from your feedback, and share that learning across the organisation
- ✓ if this process does not cover your complaint (eg if there is a statutory right of appeal etc) we will advise you the course of action you need to take

Your opinion is important to us, so every effort will be made to support you through this process.

If you would like:

- assistance in completing the feedback form
- the feedback form in a different format eg: LARGE PRINT
- the guidance in another language

Please phone us or call into your nearest office where our staff will be happy to help you.

Compliments

We will ensure that the positive feedback is shared with the service and if appropriate the individual involved and acknowledge your compliment with a response within two working days.

Comments

We will reply in full within 15 working days to explain why a decision or process exists in its current form, what we might do differently or why we won't be able to change things in the future.

Complaints

We will always aim to resolve your complaint with a full response within 15 working days or explain why they are unable to and give you an achievable date for you to receive a response by.

Our full customer feedback procedure is available on our website at www.southkesteven.gov.uk/feedback or on request.

We want to make it as easy as possible for you to feedback to us, you can do this by:

- ✓ filling in a feedback form online www.southkesteven.gov.uk/feedback
- ✓ emailing Customer services customerservices@southkesteven.gov.uk
- ✓ calling our customer service team on 01476 406080
- ✓ filling in a feedback form on the back of this leaflet and handing it in to one of our 4 customer service centres in Grantham, Bourne, Stamford or Market Deeping or posting it to:

  The Customer Services Manager
  South Kesteven District Council
  Council Offices
  St Peters Hill
  Grantham
  Lincs NG31 6PZ

- ✓ or you could write us a letter and send it to the address above