

Camden Complaints Policy





What a complaint is

A **complaint** is when you tell us you are unhappy with something we have done - you want us to fix the problem



Our promise to you

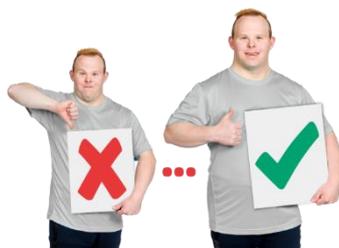


We will

- listen to you and be fair



- act quickly to put things right



- learn from mistakes so we can make our services better



Stages of the complaints process



Stage 1 - local resolution

- we will try to sort things out straight away
- you can talk to staff or a manager



Stage 2 - review

- a different team looks at your complaint
- for social care, an **independent investigator** may look into what happened



If you are unhappy with our reply

- you can ask us for a review
- if you are still unhappy, you can get in touch with the **Ombudsman**



The **Ombudsman** is an independent official
- they will look carefully into your complaint



What we will do for you



- say thank you for your complaint



- contact you if we need more information



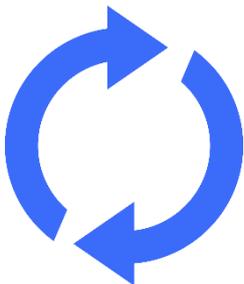
- give you a translation if you need one



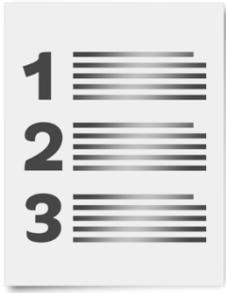
- offer information in a format that works for you, such as easy read, large print or BSL



- tell you the timeline - how long it will take



- keep you updated while we look into your complaint

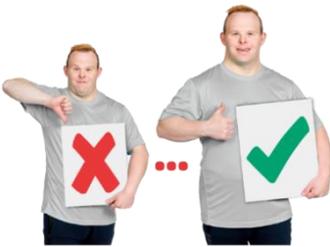


Possible outcomes



We might

- say sorry



- fix the way we do things



- offer compensation - money or something to make things right



- look again at the decisions we made



Timelines



Stage 1

We aim to respond in **10 working days**



Stage 2

We aim to respond in **20 working days**



Some more complex cases may take up to **65 working days**



What we cannot deal with



We cannot look at

- Freedom of Information requests



- legal claims



- questions from Councillors or MPs



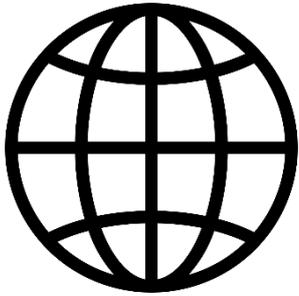
- service requests such as a missed bin collection



- court decisions



How to complain



You can complain online at

Make a complaint - Camden Council

www.camden.gov.uk/complaints



Email us at

complaints@camden.gov.uk



Phone us on

020 79 74 44 44



You can write to us at

The Complaints Team

Town Hall, Judd Street WC1H 9JE



Or in person



Extra help



Someone else can complain for you - this could be your

- carer
- adviser
- councillor
- or another person you choose



You just need to tell us you give them permission to speak to you