

# Let us know

**your feedback**



**North Kesteven**  
DISTRICT COUNCIL

# Introduction

As part of North Kesteven District Council's vision, the Council recognises one of its objectives to be 'Transforming Services to meet the changing needs of the District.' In order to meet this, the authority must listen to its customer feedback.

North Kesteven District Council views all feedback as important because it helps us to improve and shape our services for the future. This includes compliments, comments and complaints.



# What do we mean by feedback?

**'Customer Focus'** is one of our values, and we care about your experiences when using our services. We hope they are positive experiences and that's what we strive for. However, we recognise that we don't always get it right – sometimes you might be unhappy with a service you received and if that's happened we want to hear about it so we can learn from your experience.

Our Corporate Feedback process is designed to receive compliments, complaints and comments because we feel that only by acknowledging all three can we ensure we're a Customer Focused Council.



You might also want to feedback to us through surveys and focus groups – this is important to us too, but is not managed through our Corporate Feedback process. If you want to take part in any of our future surveys or focus groups please email **[equality@n-kesteven.gov.uk](mailto:equality@n-kesteven.gov.uk)** or speak to our Customer Services Team.

# How can you give us your feedback?

You can tell us by whatever method is easiest for you.



Via email – **[feedback@n-kesteven.gov.uk](mailto:feedback@n-kesteven.gov.uk)**

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Via our website – **[www.n-kesteven.gov.uk/feedback](http://www.n-kesteven.gov.uk/feedback)**  
and fill out our form

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Via traditional mail – **FREEPOST NKDC**

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Via a Customer Service Advisor – **01529 414155** or by  
visiting our **Sleaford or North Hykeham Customer  
Service Centres**

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Via your **local District Councillor**

We will accept feedback from you through whatever method you prefer. However, if a complaint is offered verbally, we will try to take it on a telephone that records the call (with your consent) or we will write it down and send it to you so you confirm that it is an accurate reflection of your complaint.

# What will we do with your feedback?



All feedback will be logged in our secure database. This will allow us to ensure that we can monitor progress and analyse trends as well as make it easier to create reports for our Senior Management Team and Councillors.

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Feedback is shared with the service or specific officer that it relates to. We want to ensure that any lessons we learn from your feedback are recognised and acted upon across the organisation and so we will share it with our other services too where appropriate.

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If we've left you dissatisfied we will need to evaluate whether we are able to manage your feedback through our corporate process. Unfortunately, our feedback process is not designed as an appeal system to question formal decisions of the Council, which were properly taken, or to challenge policy. It is to check that everything that should have been done has been done and that the procedures and policies have been followed appropriately.

## Feedback that we cannot consider as a corporate complaint include:

- Requests for Council services, such as reporting an abandoned vehicle or graffiti. These may become complaints if they are not dealt with correctly or quickly enough;
- Requests for information or explanations of Council policy or practice. However, we will acknowledge and record these as comments against a Council policy so they can be reviewed;
- Complaints that have a legal remedy;
- Complaints about the conduct of Councillors – these will be passed to our Monitoring Officer and will be reviewed under a separate process
- Matters for which there is a right of appeal or review: by a Government Minister; external tribunal or board; or within the Council. We will advise you who to contact to pursue and appeal.

We will acknowledge your correspondence within four working days. Once feedback has been identified as a complaint that can be dealt with through our process, the service will investigate it and provide a full Stage 1 response within 15 working days. The response will be signed off by the Head of Service for that area so that they have a full overview of the feedback received and how it has been investigated. The outcome of all our complaints will be shared with all Managers.

If you remain unhappy with the service's findings at Stage 1 you can ask for it to be escalated to our second and final stage – we request that you make this request within three months of the initial Stage 1 response being received. At Stage 2 your complaint will be reviewed by the Head of Corporate & Customer Services from an independent perspective (unless the complaint falls within their service area – in which case another Head of Service will be asked to investigate.) You will receive a full and final Stage 2 response within 15 working days. Again, all outcomes will be shared across all services to ensure all areas benefit from the lessons learnt.

# What if you remain unhappy?

If you are a tenant in a council house and your complaint relates to your tenancy and you remain unhappy with the responses at both Stage 1 and Stage 2, the next step is to contact an MP, a local Councillor or our Tenants' Panel - these are types of designated person. Designated persons are there to help to resolve disputes between tenants and their landlords. They can do this in whatever way they think is most likely to work. If, after a review by a designated person you remain unhappy with the outcome of your complaint, you can refer it to the Housing Ombudsman.

You can find more information about the Housing Ombudsman and the role of a designated person at:

- **[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)** or
- **0300 111 3000**  
(lines are open Monday to Friday from 9:15 to 17:15) or
- **[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)**

All other complaints should be taken to the Local Government Ombudsman following our two-stage process. You can find information on how to make a complaint on the Ombudsman website **[www.lgo.org.uk](http://www.lgo.org.uk)**

Both Ombudsman are independent organisations to the Council.

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