



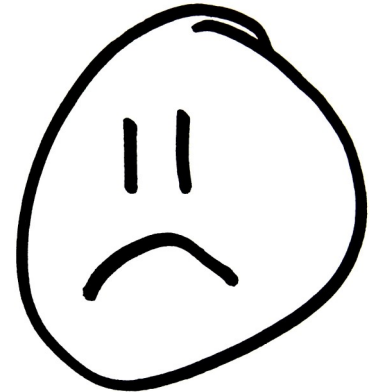
**CAMBRIDGE**  
CITY COUNCIL

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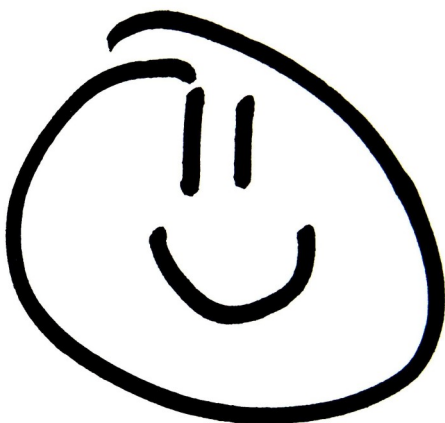
# Cambridge City Council Complaints Easy Read Guide

# We want to know when we get things wrong

Please tell us if you want to complain about any of our services. We will do our best to put things right. We will then try to make sure that the same thing does not happen again to you or anyone else



# We also want to know when we have done things well



We will tell our staff about this. Then they can use the information to make other services better for you and others

# How we will deal with your complaint:



Staff will be polite and tell you their name



We will use plain language



We will provide an interpreter if you need one



If you visit us, you can bring a friend or a family member to help you

# How to make a complaint

*You can complain to Cambridge City  
Council:*



In person



By  
phone



Send a  
letter



Complete an  
online form

Or fill out the form on the next page

## Contact details

Visit us/ write to our council offices

- Customer Service Centre, Mandela House,  
4 Regent Street CB1 2BY
- The Guildhall, Market Square CB2 3QJ

Phone: 01223 457000

Online: [www.cambridge.gov.uk](http://www.cambridge.gov.uk)

# Complaints Form

(Staff will be happy to help you fill in this form)

Date: \_\_\_\_\_

Your name:

\_\_\_\_\_

Your address:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Your phone number:

\_\_\_\_\_

Your email address:

\_\_\_\_\_

How would you like us to contact you?

Please tick 



By phone



By letter



By email

# Complaints Form

(Staff will be happy to help you fill in this form)

The name of the service you want to complain about:

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The name of the person you have already contacted:

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Please tell us about your complaint:

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# Complaints Form

(Staff will be happy to help you fill in this form)

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What do you want us to do to make things right?

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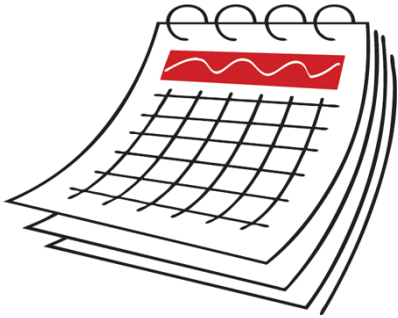
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# What happens next?

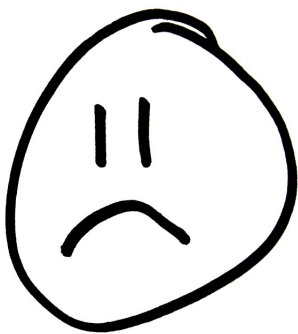


We will aim to respond to your complaint within 10 working days



If we need more time, we let you know and explain why.

We will also tell you who is dealing with your complaint and when they will contact you



If we don't solve your problem you can ask us to look at it again.

This will be done at the second stage of our process by a member of our Corporate Management team



# Who else can look at your complaint?

*If you are not happy with Cambridge City Council's reply to your complaint, you can contact:*



## Local Government Ombudsman

They are the final stage for complaints. You can contact them at anytime but will usually only look at your complaint after we have looked at it



0300 061 0614



The Local Government Ombudsman

PO Box 4771

Coventry

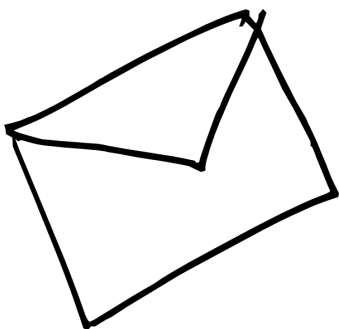
CV4 0EH

# Complaints about Councillors



All our councillors (people who have been voted onto the Council) must follow a set of rules about how they work.

If you want to complain about a councillor, you can make a complaint to :



Tom Lewis

The Monitoring Officer  
Cambridge City Council  
The Guildhall  
Cambridge CB2 3QJ