

Your stage three request should be sent to [complaints@slough.gov.uk](mailto:complaints@slough.gov.uk) or to:

Corporate complaints team  
Slough Borough Council  
St Martins Place  
51 Bath Road  
Slough  
Berkshire  
SL1 3UF

### If I am still not happy after stage three, can I take my complaint further?

Yes, you can contact the Local Government Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about councils once they have been through all the stages of the council complaint procedure.

The Ombudsman's address is:

Local Government and  
Social Care Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Telephone: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔

This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.

## Customer feedback and complaints



## How do I provide feedback or make a complaint about Slough Borough Council?

We aim to deliver excellent customer service. However, sometimes things go wrong and if they do, we want to know so we can put them right and learn from any mistakes.

Please also tell us if you are happy with the service you have received, or if you wish to make a comment about a department. You can do this online by filling in the compliment/feedback form or email [enquiries@slough.gov.uk](mailto:enquiries@slough.gov.uk).

If you wish to make a complaint, you can use the online complaint form at [www.slough.gov.uk](http://www.slough.gov.uk) or email [complaints@slough.gov.uk](mailto:complaints@slough.gov.uk). Alternatively, if you prefer, you can visit MyCouncil Service Centre at Landmark Place, High Street, Slough or telephone us on 01753 475111. If you wish to write to us, please use our postal address detailed under Stage 3.

Putting people first is a priority for Slough Borough Council, therefore we promise to deal with your complaint promptly, courteously and fairly.

## Does the complaint procedure below cover all services?

No, not always. Some services such as Adult Social Care have a different complaint procedure. If you are unsure which procedure to use, please check the complaint section on our website [www.slough.gov.uk](http://www.slough.gov.uk) or telephone MyCouncil on 01753 475111.

## Our three stage complaint procedure

### Stage One

Your complaint will be sent to the manager of the service that you are unhappy about. You need to give as much detail as possible as this will help us investigate your complaint.

You should receive an acknowledgement within two working days and a reply within 10 working days.

If you are unhappy with your stage one reply, you can ask for your complaint to be considered at stage two by the department director or head of service.

### Stage Two

Your stage two complaint needs to be in writing, stating which aspects of the previous reply you are not happy with and what more you think we should do.

This must be received no later than one calendar month from the date of the stage one reply.

You should receive an acknowledgement within two working days and a reply within 10 working days.

### Stage Three

If you are unhappy with your stage two reply, you can ask the chief executive to review your complaint. You need to explain in writing which aspects of the previous response you are not happy with and what more you think we should do.

Your stage three complaint must be received no later than one calendar month from the date of the stage two reply.

You should receive an acknowledgement within two working days and the aim is to reply within 20 working days.

If we cannot respond fully within that time, we will contact you, explain why and let you know when you will receive a full response.