

# Comments Complaints Compliments



At Ashford Borough Council we are committed to improving the quality of the services that we provide and your views are important to us.

If you have a comment, complaint or compliment about the council there are many ways you can get your voice heard:

- Online at [www.ashford.gov.uk/feedback](http://www.ashford.gov.uk/feedback)
- Email [customer.care@ashford.gov.uk](mailto:customer.care@ashford.gov.uk)
- Call us on 01233 331111
- In person at the Civic Centre (although your complaint must be submitted in writing)
- Fill out the attached form and return it to:  
**Customer Services**, Ashford Borough Council, Civic Centre,  
Tannery Lane, Ashford, Kent TN23 1PL

[www.ashford.gov.uk](http://www.ashford.gov.uk)

# Our complaints procedure

Once a complaint has been received we will take the following steps:

## Step 1

*Within 3 working days*

Your complaint will be passed to a member of staff to deal with and you will receive an acknowledgement.

*Within 15 working days*

We will have completed our investigation and will send you a written response. If we need more time to investigate we will keep you informed of our progress.



## Step 2

If you are not satisfied with our response we will pass your complaint to the relevant Head of Service to review the investigation.

*Within 3 working days*

You will receive an acknowledgement from the Head of Service that they are dealing with your complaint.

*Within 20 working days*

The head of service will send you a written response. If more time is needed to investigate you will be kept informed of our progress.

## Local Government Ombudsman

Should you remain dissatisfied following our complaints procedure you may wish to contact the Local Government Ombudsman. Call them on 0300 061 0614 or visit [www.lgo.org.uk](http://www.lgo.org.uk), or you can write to:

Local Government Ombudsman  
PO Box 4771, Coventry CV4 0EH

## Councillor complaints

If you are complaining about the conduct of a borough, parish or town councillor please visit [www.ashford.gov.uk/councillor-complaints](http://www.ashford.gov.uk/councillor-complaints) or you can write to:

The Monitoring Officer  
Legal and Democratic Services, Ashford Borough Council,  
Civic Centre, Tannery Lane, Ashford, Kent TN23 1PL

# Feedback form

Please fill out all sections of this form and return it to:

Ashford Borough Council

Civic Centre, Tannery Lane, Ashford, Kent TN23 1PL

Alternatively fill in the online form at [www.ashford.gov.uk/feedback](http://www.ashford.gov.uk/feedback)

Name: .....

Address: .....

.....

.....

.....

Telephone: Day: ..... Mobile: .....

Email: .....

Comment  Complaint  Compliment

Service Area (if known): .....

When did this incident take place? .....

Comments: .....

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Signed: ..... Date: .....

If you need this information in a different format call 01233 311111.

如果您需要本資訊的其他語言版本，請致電01233 331111。

"نهگهر ئهم زانیاریهت به زمانیکی دیکه دهوئیت،  
تکایه پهیوهندی به ژماره 01233331111 بکه"

"यदि तपाईंलाई यो जानकारी अन्य भाषामा चाहिएमा,  
कृपया 01233331111 मा फोन गर्नुहोला"

شمیری ته زنگ ووهی. که دا معلومات په کوم بلی ژبی کې غواړی، 01233331111

Jeśli niniejsza informacja potrzebna jest w innym  
języku, prosimy o kontakt pod numerem 01233 331111

اگر آپ کو یہ معلومات کسی دوسری زبان میں  
پرکال کریں مطلوب ہے تو، براہ کرم 01233331111

## Data Protection

Ashford Borough Council is the data controller for any personal information you provide in this form.

Your information will only be used to aid with the resolution to your complaint and may be shared across departments within the council or with external council contractors if your complaint requires so.

The legal basis allowing us to process your data will vary depending upon your specific complaint, but will predominantly fall under that of the public interest. Information provided to us will be kept for a suitable period specific to your complaint. For more information on your data protection rights or on how to contact our data protection officer, please visit the data protection pages on our website at [www.ashford.gov.uk/gdpr](http://www.ashford.gov.uk/gdpr)

## Useful contacts

### *Citizens Advice Bureau (Ashford)*

3 Church Road, Ashford,  
Kent TN23 1RD  
01233 626185

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### *Citizens Advice Bureau (Tenterden)*

Town Hall, High Street  
Tenterden, Kent TN30 6AN  
01580 762371

*Kent County Council* 03000 41 41 41 [www.kent.gov.uk](http://www.kent.gov.uk)

*Gov UK*

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