



This comments, complaints and suggestions leaflet is also available in other languages, Braille, large print and on audiotape. For more information call 020 7332 1982

مذمت، অভিযোগ اور فرمائشوں کے لیے لیفلٹ اسٹریٹنگ انگریزی، ہندی، بنگالی اور دیگر زبانوں میں بھی دستیاب ہے۔
لوکوں کے لیے ہندی، بنگالی اور دیگر زبانوں میں بھی دستیاب ہے۔

تیسری، شکایات اور تجاویز سے متعلق یہ لیفلٹ دوسری زبانوں میں، بریل (بصارت سے محروم افراد کے لیے لمسی تحریر) اور بڑے حروف کی چھپائی میں اور آڈیو ٹیپ پر بھی دستیاب ہے۔

این جزوہ حاوی توضیحات، شکایات و توصیہ ہا، ہمچنین بہ زبانهای دیگر وبہ خط برجستہ مخصوص نابینایان، چاپ درشت و روی نوار شنیداری موجود است۔

Ang polyetong ito na naglalaman ng mga puna, reklamo at mungkahi ay handa ring makuha sa ibang wika, Braille, nakalimbag sa malaking titik at audiotape.

هذه النشرة الخاصة بالتعليقات والشكاوى والمقترحات متوفرة أيضا بلغات أخرى وبلغته برابل وبطباعة ذات حجم كبير وعلى شريط صوتي.

Questo depliant di commenti, reclami e suggerimenti è disponibile anche in altre lingue, in Braille, a grandi caratteri e su audionastro.

Ce dépliant de commentaire, de réclamation et de suggestion est également disponible dans d'autres langues, en Braille, en gros caractères et sur cassette audio.

Este folleto de comentarios, quejas y sugerencias también está disponible en otros idiomas, así como en braille, letra grande y cinta de audio.

Corporate Complaints Form – Fair Processing Notice under the Data Protection Act 1998

The City of London Corporation holds and processes personal data in compliance with the Data Protection Act 1998 (DPA). The contact details you provide will only be used for the purpose of managing your complaint and for statistical purposes. They will not be shared with a third party.



www.cityoflondon.gov.uk

Comments, complaints and suggestions

First class services for the Square Mile and beyond

city of london



Please help us reach the highest standards of service by providing us with your feedback

FREEPOST LON0339

Comments, complaints and suggestions
The Town Clerk and Chief Executive
City of London
PO Box 270
London
EC2P 2EJ



CITY OF LONDON



This leaflet explains what to do if you have a comment, complaint or suggestion to make. We hope that the services you receive from us are of the quality that you expect, but recognise that there may be times you feel unhappy or wish to make a suggestion about how we can improve – whatever your reason we want to hear from you.

We are committed to dealing with your problems and complaints in a quick, confidential and fair manner.

How do I make a comment, complaint or suggestion?

Step one

The easiest way to make a comment, complaint or suggestion regarding our services is to contact the relevant department, either in writing, by phone, email or by paying a visit. If the issue cannot be resolved immediately then you will be contacted by an officer within ten working days.

Step two

If you wish to pursue the matter further, after dealing with an officer, you can fill out the forms at the back of this leaflet.

Again, you can expect to be contacted within ten working days. It is most likely that you will receive your reply in writing; however, if the complaint is still in the investigative stage then you will receive a letter informing you of progress.

Step three

If you are still dissatisfied with the response you have received then you should detail the matter in writing, specifying what action you wish for City to take, and address it to:

The Town Clerk and Chief Executive

City of London
Guildhall
PO Box 270
London
EC2P 2EJ

E: Complaints@cityoflondon.gov.uk



Complaints of maladministration can be directed to the Local Government Ombudsman. However, all complaints should follow the processes of the City of London's Complaints Procedure in the first instance. The address of the Local Government Ombudsman is:

Local Government Ombudsman

10th Floor
Millbank Tower
Millbank
London
SW1P 4QP

T 020 7217 4602

F 020 7217 4621

Please remember we do not always use this procedure to deal with complaints - some of our functions have their own legal appeals process, including disputes over parking tickets, planning application and housing benefit appeals. There are also special arrangements for social services and children's services. Our staff will tell you when we cannot deal with your complaint under this procedure and what the correct appeals process is.

Comments, complaints and suggestions form

All comments, complaints and suggestions are welcomed by The City of London.

Overleaf is our comments, complaints and suggestions form. Once you have completed this form, tear it off, use the gum strips to stick it together and post it – **YOU DO NOT NEED A STAMP**. Please provide us with as many details as possible so that we can assess your comments, complaints and suggestions both accurately and effectively.

MOISTEN THIS EDGE

Comments, complaints and suggestions form

Please fill in all applicable sections

Your name		
Your address		
Post code		
Daytime contact no./ email address		
Name of the department/service		
Is your comment/complaint about a specific incident?	YES	NO
If so, what date did the incident occur?		
Name/s or title/s of staff involved		

Please provide details in the section below, including what action you would like to see taken.

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