



# Customer Experience

Your feedback matters.  
If you've got something to say we want to hear it.



**Customer  
First**

# Your questions

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## **What will happen when you submit a compliment?**

We will ensure that the positive feedback is shared with the service and if appropriate the individual involved and acknowledge your compliment with a response within 7 days.

## **What will happen when you submit a comment?**

We can't guarantee that we can always make the suggested or requested changes but we will reply to you within 14 days to acknowledge your comment and if applicable respond to the comment you have made.

**Please Note – we are only able to respond to you as above if you submit your contact details with your feedback, a name and email address are always helpful so we can get back to you as quickly as possible.**

## **What will happen when you submit a complaint?**

The council operates a one stage complaints process.

When you submit your complaint you will receive an acknowledgement letter or email to confirm receipt and to advise you of the next steps and time scales for further contact.

When your complaint has been received the Customer Experience Officer may need to make contact with you to discuss your concerns. At this stage any further information to aid the investigation of your complaint will be requested.

You will receive a response to your complaint within 21 days. If your complaint is very complex and requires detailed investigation you will be contacted to advise you of this and will be informed of the expected response date.

# How to submit your feedback...

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**We want to make it as easy as possible for you to submit your feedback to us, you can do this by:**

**Completing a feedback form online**

<https://www.west-lindsey.gov.uk/feedback/>

**Emailing the Customer Experience Officer:**

[experience@west-lindsey.gov.uk](mailto:experience@west-lindsey.gov.uk)

**Calling our customer service team**

01427 676676

**Visiting the council offices or write us a letter and send it to:**

The Customer Experience Officer

West Lindsey District Council

The Guildhall

Marshalls Yard

Gainsborough

Lincolnshire

DN21 2NA

**If you wish to make a complaint  
about your local Councillor,  
please contact:**

**The Monitoring Officer**

**West Lindsey District Council**

**The Guildhall**

**Marshalls Yard**

**Gainsborough**

**Lincolnshire**

**DN21 2NA**



# What to do if you're unsatisfied with a response?

If you are dissatisfied with the way we have dealt with your complaint, you have the right to ask the Local Government Ombudsman to investigate your complaint.

## The contact details are:

The Local Government  
Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH  
Tel: 0300 061 0614  
Fax 024 7682 0001  
Web [www.lgo.org.uk](http://www.lgo.org.uk)

**If you would like a copy of this leaflet in large print, audio, Braille or in another language:  
Please telephone  
01427 676676**

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За повече информация пръстен 01427 676676

Lisainformatsiooni ring 01427 676676

अधिक जानकारी के लिए रिंग 01427 676676

További információ gyűrű 01427 676676

Lai iegūtu vairāk informācijas gredzenu 01427 676676

Norėdami gauti daugiau informacijos žiedo 01427 67667

Aby uzyskać więcej informacji na ring 01427 676676

Pentru mai multe informații inel 01427 676676

За више информација назовите 01427 676676

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**For more information on this policy please visit:  
[www.west-lindsey.gov.uk/feedback](http://www.west-lindsey.gov.uk/feedback)**

