



How to complain about **Brent Council**



- www.brent.gov.uk/complain
(download our complaints form)
- **Email** direct to the council
(full details on back of leaflet)
- **Phone** our call centre on
020 8937 1200
(Mini-com **020 8937 1993**)
- **Send a letter or complete this leaflet and return it to:**
Brent Council, Brent Town Hall,
Forty Lane, Wembley,
Middlesex HA9 9HD
- **Visit** one of our **One Stop Service**
local offices

How do I make a complaint?

Very often problems can be sorted out quickly by speaking to a manager in the council department that provides the service you're unhappy with. But if that's not possible, then it is your right to make a complaint and we have tried to make it easy for you to do so.

You can use the form in this leaflet, or download a copy from the council's website www.brent.gov.uk/complain. There is also an on-line form. You can email us, send us a letter or fax, telephone, or visit one of our One Stop local offices. The best way is to contact the council department concerned. Their details are on the back of this leaflet. However you make your complaint, we will make sure it gets to the right person.

How will my complaint be dealt with?

Most complaints are dealt with through a three stage procedure. There are some exceptions and these are explained under the heading 'Are all complaints handled the same way?'. At each stage, we will write to you within five working days to let you know that we have received your complaint. We will give you a reference number and the name of the person looking into your complaint and tell you when you can expect to get a reply.

At **Stage 1** a manager or appointed officer of the service will usually be able to send you a full written reply within 15 working days of getting your complaint. We hope very much that you will be happy with the reply. If not, you can ask for your complaint to be dealt with at the next stage.

At **Stage 2** you should contact the complaints officer for the department you are complaining about. He or she will arrange for a more senior manager to look into your complaint. We aim to reply to complaints at Stage 2 within 20 working days.

If you are still not happy, you can ask the council's Chief Executive to look into your complaint at Stage 3 of the procedure. He will normally send you a full written reply within 30 working days.

If I'm still not happy, can I take my complaint further?

Yes, you can ask the **Local Government Ombudsman** to look into your complaint. The Ombudsman is an independent person who investigates many types of complaints about local councils. You can complain directly to the Ombudsman at any time but they will usually only consider your complaint after we have looked into it under our own complaints procedure.

The Local Government Ombudsman can be contacted at:

Telephone: **0300 061 0614**

LGO Advice Team: Text 'call back' to

0762 480 4299 or write to

PO Box 4771, Coventry, CV4 0EH

Email advice@lgo.org.uk

Fax **024 7682 0001**

Website www.lgo.org.uk

Are all complaints handled the same way?

No. Some complaints have separate appeals procedures, for example disputes over parking tickets, appeals about the refusal of planning permission; appeals about housing benefit and council tax; Freedom of Information and access to files requests; special educational needs assessments and school admissions.

Schools have their own complaint procedures so if you have a complaint about a school or a member of school staff you need to contact the head teacher and then the governing body. The school will explain the arrangements to you.

By law, there are different procedures for our social care services. The complaints officers for our Community Care service and Children and Families department will explain how the procedures work.

If you are not sure who to contact, or whether we can deal with your complaint under the council's procedures, send it in anyway and we will make sure it gets to the right person to give advice.

Can I get help making my complaint?

Yes. Any of the staff in the council's One Stop local office will be happy to help you. If you need any assistance please tell us. Go to the council's website www.brent.gov.uk/translate to get information about the complaints procedure translated into many languages. You can telephone **020 8937 1200**, Minicom **020 8937 1993**, or call into one of the local offices:

Town Hall, Forty Lane, Wembley, HA9 9HD

Brent House, 349 - 357 High Road, Wembley, HA9 6BZ

Willesden Green Library, 95 High Road, Willesden NW10 2SF

Harlesden Challenge House, 1 - 2 Bank Buildings, High Street, Harlesden NW10 4 LX

You can get advice about services for children and families from the council's **Children and Families Information Shop** at Chesterfield House, 11 Park Lane, Wembley HA9 7RW
Telephone **020 8937 3000**

You can also approach:

Willesden Citizens Advice Bureau
Write to or call in: Citizens Advice Bureau call centre: 270 High Road, Willesden NW10 2EY
Telephone **08450 505 250**

Brent Community Law Centre
Advice line **020 8451 1122**
Email Brentlaw@brentlaw.org.uk

Your MP or local councillor may be able to help you make your complaint. You can get their name and contact details from the One Stop local office, any library, or the council's website www.brent.gov.uk/democracy

What do you think we should do to put things right?

Multiple horizontal lines for text input.

Have you complained about this before?

No Yes

If yes, who did you complain to and when?

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Please explain why you are still unhappy

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Your special requirements:

If anything makes it difficult for you to use our complaints service please let us know as we can provide information in a format specific to your needs, for example, in large print.

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Your signature

Horizontal line for signature.

Date

Horizontal line for date.

What is your gender?

Male Female

Do you have a disability?

Yes No

What is your ethnic group?

White British Irish

White other (please specify)

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Mixed Race/Dual Heritage

White & Black Caribbean

White & Black African

White & Asian

Mixed other (please specify)

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Asian or Asian British

Indian

Pakistani

Bangladeshi

Asian other (please specify)

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Black or Black British

Caribbean

African

Black other (please specify)

Horizontal line for text input.

Chinese or other ethnic group

Chinese

Any other group (please specify)

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How old are you?

0-4 5-14

15-24 25-34

35-44 45-54

55-64 65-74 75+

What is your religion?

Christian

Hindu

Muslim

Other (please specify)

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Buddhist

Jewish

Sikh

None

What is your sexuality?

Lesbian

Bisexual

Prefer not to say

Gay man

Heterosexual

Where to send your complaint

We will be able to help you quickly if you send your complaint direct to the department you are complaining about. The details are set out below. If you are not sure who to contact you can hand the form in to any of the One Stop local offices, or post it to Brent Council, Brent Town Hall, Forty Lane, Wembley, Middlesex HA9 9HD.

Business Transformation

The One Stop Service including local offices and Civic Centre Project team.

Town Hall, Forty Lane, Wembley,
Middlesex, HA9 9HD

Telephone **020 8937 1200**

Fax **020 8937 1286**

Email **oss.complaints.team@brent.gov.uk**

Children and Families

Social care services for children in need, with disabilities or looked after; special educational needs; school admissions; other educational responsibilities including adult education service.

Chesterfield House, 9 Park Lane, Wembley,
Middlesex HA9 7RH

Telephone **020 8937 3241**

Fax **020 8937 3029**

Email **childrenandfamilies@brent.gov.uk**

Environment and Culture

Recycling, refuse collection, street cleaning, road maintenance, building control, planning, trading standards, health safety and licensing, environmental health, parks, sports centres, cemeteries, libraries, arts, festivals, the museum & archives.

Brent House, 349-357 High Road,
Wembley, Middlesex HA9 6BZ

Telephone **020 8937 5048**

Fax **020 8937 5301**

Email **ec.complaints@brent.gov.uk**

Housing and Community Care

Housing services such as applications for housing, homeless approach, homeless assessment, private housing advice and housing grants. Complaints relating to community care services such as adults with physical or learning disabilities, mental health services and older people's services.

Mahatma Gandhi House, 34 Wembley Hill Road,
Wembley, Middlesex, HA9 8AD

Telephone Community Care Complaints

020 8937 4240

Housing Complaints **020 8937 2367**

Fax **020 8937 4194**

Email **customer.relation@brent.gov.uk**

Housing services provided by Brent Housing Partnership

Council tenancy matters, council house repairs and major works, Right to Buy and leasehold services.

Brent Housing Partnership, Chancel House
Neasden Lane, Neasden, London NW10 2UF

Telephone **080 8937 2323**

Fax **020 8937 2265**

Email **customer.service@bhphousing.co.uk**

Housing benefit/council tax

Housing and council tax benefit applications, council tax and NNDR accounts.

Brent House, 8th Floor, 349-357 High Road,
Wembley, Middlesex HA9 6BZ

Telephone **020 8937 1380**

Fax **020 8937 1940**

Email **brbs@brent.gov.uk**