



How to complain about Brent Council

www.brent.gov.uk

We always try to provide excellent services. But sometimes things go wrong and, when they do, we want to know so that we can put things right and learn from our mistakes.

Your options for making a complaint?

You can make your complaint **online** by going to www.brent.gov.uk/complaints

You can **phone or write** directly to the service concerned – see below for details

You can **visit** one of our one stop shops where you can discuss your complaint in person. These are located at:

- **Brent Town Hall**, Forty Lane, Wembley, Middlesex HA9 9HD Tel 020 8937 1200 (mini-com number is: 020 8937-1933) or fax us on 020 8937 1989
- **Brent House** 349-357 High Road, Wembley HA9 6BZ
- **Willesden Green Library** 95 High Road Willesden NW10 2SF

Is there an independent advice service in the borough?

Yes, the **Willesden Citizens Advice Bureau (CAB)** is based at 270 High Road, Willesden, NW10 2EY. Telephone advice line 0845 050 5250 (Fax: 020 8208 5734) brentlaw@brentlaw.org.uk

To help us to deal with your complaint - we need to know from you:

- **Your current contact details and any additional information** about you that you think we may need to know (If you are complaining on behalf of someone else it will be helpful if you can provide their signed authorization otherwise we may not be able to correspond with you).
- **List clearly the main things you are concerned about**, what you think we've done wrong and how it has affected you and what you want us to do to put things right.
- **Tell us when things happened**, provide any correspondence which is relevant to your complaint, if known, include names of officers dealing with your complaint together with any relevant reference numbers (for example the reference number of your planning application or housing benefit claim).

How will your complaint be dealt with?

We will acknowledge your complaint within five working days, and aim to provide you with a full written reply within 15 working days. If you are dissatisfied with the response to your complaint you can ask for the decision to be reviewed. Some social care complaints are handled differently. We will explain how your complaint will be handled when we write to acknowledge your complaint.

Contacting the Services directly:

You can make your complaint directly to the department responsible for providing the service you are complaining about. Contact details for each of our services are below:

Environment and neighbourhood Services: Public health (pest control, drains, rubbish on private land) Pollution control (noise/smoke nuisance), Mortuary, Licensing applications enforcement, streetlights, trees, parking control, domestic/trade recycling/waste, street cleaning/gritting, graffiti, abandoned vehicles, trading standards work, food safety, health & safety advice/enforcement The Complaints Manager, 1st floor Environment & Neighbourhood Services, Brent House, 349-357 High Road, Wembley, Middlesex HA9 6BZ Tel 020 8937 5048 fax 020 8937 5301 ec.complaints@brent.gov.uk

Regeneration & Major Projects Housing applications, homeless assessment, private sector housing advice, housing grants planning applications, planning enforcement and building control. The Complaints Manager, 5th floor Mahatma Gandhi House, 34 Wembley Hill Road, Wembley, Middlesex, HA9 8AD. Tel 020 8937 2367 fax 020 8937 4194 customer.relation@brent.gov.uk

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Adult Social Care Division Care assessment, provision for adults with physical or learning disabilities, mental health services and older People's services. The Complaints Manager, 5th floor Mahatma Gandhi House, 34 Wembley Hill Road, Wembley, Middlesex, HA9 8AD. Tel 020 8937 2367 fax 020 8937 4194 customer.relation@brent.gov.uk

Housing services provided by Brent Housing Partnership Council tenancy matters, council house repairs and major works, Right to Buy & leasehold services. The Complaints Manager, Brent Housing Partnership, Chancel House, Neasden Lane, Neasden, London NW10 2UF Tel 080 8937 2323 fax 020 8937 2265 customer.service@bhphousing.co.uk or www.bhphousing.co.uk

Housing/Council tax Benefit services Council tax and business rates accounts. The Complaints Manager Revenues & Benefits, Brent House, 349-357 High Road, Wembley, Middlesex HA9 6BZ Tel 020 8937 1380 fax 020 8937 1940 brbs@brent.gov.uk

Children and Families Social care services for children in need, with disabilities or looked after; children centres, special educational needs; school admissions; other educational responsibilities including adult education service. The Complaints Manager, 2nd Floor Chesterfield House, 9 Park Lane, Wembley, HA9 7RH. Tel 020 8937 3241 fax 020 8937 3093 cf.complaints@brent.gov.uk

Complaints about Councillors: contact the Monitoring Officer, London Borough of Brent, Town Hall Annexe, Forty Lane, Wembley, HA9 9HD

General schools complaints contact the school directly for their complaints procedure. A full list of school contacts can be found on the web site: <http://www.brent.gov.uk/education>

Appeal procedures

Some concerns are dealt with through a defined appeals route. The most common issues that are dealt with as appeals are listed below.

Special educational needs: contact the Children and Families dept, Chesterfield Hse 9 Park Lane, Wembley, HA9 7RW. Tel 020 8937 3229 sen.assessment@brent.gov.uk

School admissions or exclusions: contact Children and Families dept, Chesterfield Hse 9 Park Lane, Wembley, Middx HA9 7RW Tel: 020 8937 3110 Email: admissions@brent.gov.uk

Parking tickets: (Penalty Charge Notices PCN's) All appeals against penalties must be made in writing to: London Borough of Brent Admail 454, Wembley HA9 OSZ brent.appeal@apcoa.co.uk (Further details of the appeal process are on the reverse of the PCN)

Planning applications and planning enforcement notices Details on how to do this are sent out with the decision notice Tel: 020 8937 5210 tps@brent.gov.uk

Housing Benefit/Council Tax Benefit Details on how to do this are sent out with the decision notice Tel: 020 8937 1800 benefits@brent.gov.uk

Council Tax or Business Rate exemption/discount Appeal to the [Valuation Office](#) (VO), HM Revenues & Customs, Harrow Valuation Office, Aspect Gate, 166 College Road, Harrow, HA1 1BH. 020 8276 2800. Please note that you must continue to pay while the appeal is being considered. Refunds will be made if necessary, once the decision has been made.

Give us feedback on how we dealt with your complaint?

We value your views please take part in our Complaints survey <http://www.brent.gov.uk/complaintsurvey>