

LGA Complaints Policy

It is important to us that our customers value the LGA and the services we provide.

In providing our services, we aim to:

- deal with you courteously, efficiently and promptly
- provide appropriate advice and information
- deliver in line with your requirements and expectations
- keep you informed
- if we are not able to provide what you want, explain why.

Your complaints or concerns are important to us. Where something has gone wrong, your feedback helps us to put things right and improve our service.

When considering complaints we aim to:

- be helpful and open-minded
- investigate your complaint thoroughly
- respond in a clear and timely manner
- put matters right if we have made a mistake
- learn lessons for the future.

What can you complain to us about?

You can complain to us when you think we have:

- been rude or offensive
- given inaccurate advice or information to you
- failed to deliver a service which meets reasonable expectations
- not followed up on questions you have raised with us.

However you cannot use this procedure to complain about our decisions on requests for access to information made under data protection or freedom of information legislation. You can find more information about this in our Publication Scheme on our website at www.local.gov.uk

What can you do if you have a complaint?

If you have a complaint about a service you have received from the LGA you should:

- speak to the individual you have been dealing with
- if you are dissatisfied with the response, escalate your complaint to their line manager (or to an independent member of the senior management team if the line manager has already been involved)
- if this does not resolve your complaint you have the right to a final appeal to a member of the senior management team

What can you do if you do not want to speak to us?

You don't have to speak to anyone if you don't want to. If you prefer, you can write to us by letter or email. Our contact details are listed at the bottom of this page.

Is there a time limit for complaining?

You should complain to us within three months. We will not normally take action on any complaint made after a period of three months. However, we will consider any exceptional reasons you may give us for not meeting this time limit.

How long will it take?

We will acknowledge all complaints within five working days of receipt and will tell you who will be the person responsible for responding to your complaint. The relevant manager will aim to email or write to you about your complaint within 15 working days of receiving it. If the manager cannot reply within that time, they will let you know and explain why.

What can you do if you think our decision on your complaint is wrong or unfair?

Once you have followed the three stages set out above, there will be no further internal review of the same matter. Unless you raise new issues that we consider significant, we will not respond to you further.

Do you need help to use our service?

If you have difficulty using our service (for example, if you have a disability or English is not your first language) please let us know, so that we can discuss with you what help we may be able to give.

Contact details

If you have any questions about our complaints policy, please telephone, email or write to us:

Local Government Association
Local Government House,
Smith Square,
London, SW1P 3HZ

Phone: 0207 664 3000

Email: Info@local.gov.uk

www.local.gov.uk