

## The Complaints Process

### What do I do if I am unhappy with a council service?

#### **STAGE ONE (Investigation)**

The complaint will be investigated by the relevant manager and will be agreed by the Head of Service.

Complaints which can be resolved verbally within 3 working days of receipt will not require a written response (will be classified as informal).

For formal complaints the department will have up to 20 working days to respond.

#### **STAGE TWO (Complaint Review)**

If you are unhappy with the manager's response please contact the Central Complaints Office to discuss the next steps.

They can arrange a mediation meeting with the appropriate Head of Service, if appropriate, or an internal review by a member of the Internal Audit Team on behalf of the Chief Executive.

The Central Complaints Office  
Peterborough City Council  
Bayard Place  
Peterborough  
PE1 1FZ  
Telephone: (01733) 296331  
Fax: (01733) 345090  
[complain@peterborough.gov.uk](mailto:complain@peterborough.gov.uk)

If you remain unhappy following the complaint review you will be advised how to contact the Local Government Ombudsman.