

## Equality Monitoring Form

You do not have to fill in this section of the form. However, if you do it helps us to plan our future services, make sure that we deliver our services fairly and do not discriminate against any of the communities we serve.

What is your gender?  Male  Female

Is your gender the same as on your original birth certificate?  
 Yes  No  Prefer not to answer

Do you have a disability?  Yes  No

How old are you?  
 Under 18  18-30  31-40  41-50  
 51-60  61-70  Over 70  
 Prefer not to say

What is your ethnicity?

### White

British  Irish  Polish  
 Other, please state .....

### Asian or Asian British

Indian  Pakistani  
 Other, please state .....

### Mixed multi ethnic

White and Black Caribbean  White and Black African  White and Asian  
 Other, please state .....

### Black or Black British

Caribbean  African  British  
 Other, please state .....

cont...

### Chinese or other ethnic groups

Chinese  
 Other, please state .....

### Gypsy & Traveller

Irish  Romany  
 Other, please state .....

### What is your religion or belief?

Christianity  Hinduism  Islam  
 Bahai  Buddhism  Sikhism  
 None  
 Other, please state .....

### How would you describe your sexual orientation?

Heterosexual/Straight  Gay man  
 Lesbian/Gay woman  Bisexual  
 Other  Prefer not to answer

### Do you have any caring responsibilities?

Yes  No  Prefer not to answer

### How did you find out about the Council's Complaint Procedures?

It is sensible to feel protective or cautious about disclosing any personal information, but feel assured that this information will be used for monitoring purposes only. The information you give us will help us to make changes based on fact, rather than assumption.

We are legally required to monitor for equality; however you are not legally obliged to respond. Any information you do provide will help us to adapt our services in the future.

cont...

## 3. Exceptions

The Council does not accept anonymous complaints.

The Council does not accept the following type of complaints:

- Something you knew about for more than 12 months before you raised it with the Council
- Requests for information or explanation of Council policy or practice
- Complaint about a Council policy
- Matters for which you already have a right of appeal or you could have gone to a Court, Tribunal or Government Minister
- Something which affects all or most of the people of Preston
- HR/Recruitment matters
- Contracts for the supply of goods and services.

## 4. Local Government Ombudsman

If you are unhappy about the way you have been dealt with by the Council you can, at any stage, refer your complaint to the Local Government Ombudsman who may decide to investigate the matter further. However, the Ombudsman may ask that the Council's procedures are completed before carrying out his/her own investigation.

The Ombudsman will investigate the way your case has been handled, or the Council's failure to do something but does not question a Council's decision simply because you do not agree with it.

### The Ombudsman can be contacted at:

The Local Government Ombudsman  
PO Box 4771 Coventry  
CV4 0EH

Tel:  
0300 061 0614

Online:  
[www.lgo.org.uk](http://www.lgo.org.uk)



# Complaint about PRESTON CITY COUNCIL?

## how to make a complaint



## 1. Introduction

The Complaints Procedure gives you the opportunity to raise a complaint where you believe you have suffered an injustice as a result of the actions, or inactions of the Council.

Each directorate is responsible, initially, for handling its own complaints. If you wish to complain about something the Council has or has not done you should first contact the member of staff responsible to give them an opportunity to address your concerns.

The Council's directorates are as follows:

### CHIEF EXECUTIVE

Includes Policy and Social Justice, Communities and Engagement, Homelessness and Housing

### CORPORATE SERVICES

Includes Accountancy Services, Member Services, Human Resources, Legal Services, Land Charges and Electoral Services

### CUSTOMER SERVICES

Includes Contact Centre, Council Tax, Benefits and Business Rates, Leisure Centres, Harris and Events

### DEVELOPMENT

Planning Service including matters relating to planning applications, city development, tree protection, conservation, planning policy, building control and unauthorised development. Property Service including management of council property and Preston Markets.

### ENVIRONMENT

#### Environmental Health

- Food Safety
- Health and Safety Regulation
- Environmental Protection
- Licensing
- Housing Standards
- Dog Control
- Pest Control
- Cemetery and Crematorium

### Operational Estate

- Council car parks
- Riversway dock estate
- Resident parking permitting

### Parks & Streetscene

- Parks and greenspace management
- Play areas
- Litter
- Flytipping & graffiti

### Waste Management

- Domestic waste and recycling services
- Trade waste & skip services

**If you are unsure who to contact please enquire at the contact centre in the Town Hall. Tel 01772 906900**

## 2. Making a Formal Complaint

If you want to make a formal complaint please complete the attached complaint form.

### STAGE 1

Return the completed complaints form to the contact centre or to the Customer Care Officer for the directorate you are dealing with. An acknowledgement will be sent within 5 working days and a full written response provided within a further 15 working days. If more time is needed a letter will be sent giving reasons for the delay and a new date for the response.

### STAGE 2

If you are not satisfied with the Council's response at Stage 1 you may request that your complaint progress to Stage 2 of the procedure. At this stage the Chief Executive will arrange for a senior officer unconnected with the case to carry out a further independent investigation of the matter. This officer will acknowledge the complaint within 5 working days and a full written response provided within a further 30 working days. If more time is needed a letter will be sent giving reasons for the delay and a date by which you can expect the matter to be resolved.

*continued on the back page...*

# Preston City Council Complaint Form

Your Title & Name .....

Your Address .....

Postcode .....

Your daytime phone number .....

Your email address .....

The Council department you are complaining about and any reference numbers

Full details of your complaint

*cont...*

What would you like the Council to do to put things right?

Have you contacted the Council about this matter?

Yes  No

If Yes who did you complain to and when?

Are you making a complaint because you believe you have been discriminated against? Please say how

Your signature .....

Date .....

