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

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 [ ] Prefer not to answer

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.

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

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, Hans 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
• Riverway dock estate
• Resident parking permitting

Parks & Street Scene
• 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...