

## Raising a concern about the Local Authority

If you are unhappy about the way that the Local Authority has dealt with your case, rather than with a decision they have made, there are a number of ways you can raise your concerns:

- You can complete the online feedback form found at <http://shropshire.gov.uk/forms/customer-feedback/>
- By email: [customer.feedback@shropshire.gov.uk](mailto:customer.feedback@shropshire.gov.uk)
- By post: Feedback and Insight Team, Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, Shropshire SY2 6ND
- By phone: You can make a new complaint by phoning the customer service centre on 0345 678 9000 or by speaking directly to the statutory complaints officer on 01743 256188.

When you make a complaint, try to include the following information:

- Your contact details (including telephone, email and your address)
- If you're making a complaint on behalf of someone else, include their name
- The details of your complaint
- What you'd like to happen as a result of making the complaint
- If you've already spoken to a member of staff from the LA or have a complaint about a member of staff, include their name if you know it.

### Top Tips

- Stick to the facts that surround your complaint, make it short and to the point.
- Try not to include issues which have previously been addressed and dealt with.
- Include dates and times if relevant, and any evidence that backs up your complaint.
- Try and address your complaint in an unemotional way. Avoid making personal comments about people.
- Be very clear about what you want to happen as a result of your complaint. This may be as simple as an apology.
- Date the letter and ask for a written reply.
- Keep a copy of your letter.

You can contact Customer Services at the council and ask for information about the Local Authority Complaints Procedure.

### **Shropshire Council**

Tel: 0345 678 9000

Email: [customer.service@shropshire.gov.uk](mailto:customer.service@shropshire.gov.uk)

Website: [www.shropshire.gov.uk](http://www.shropshire.gov.uk)

If you have made a complaint to the Local Authority and are not satisfied then you can contact the Local Government Ombudsman. This free service looks at complaints about councils and some other authorities, including education admissions appeal panels.

### **Local Government Ombudsman**

Tel: 0300 061 0614

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

## **Where can I get further information, advice or support?**

Contact the IASS team on:

**Phone:** 01743 280019 (Open 10am-4pm Monday—Friday)

**Web:** [www.cabshropshire.org.uk](http://www.cabshropshire.org.uk)

[www.facebook.com/IASSShropshire](https://www.facebook.com/IASSShropshire)

**Email:** [iass@cabshropshire.org.uk](mailto:iass@cabshropshire.org.uk)

**Address:** Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY