

**Easy
Read**

London Borough of
Redbridge



Making a complaint

Listening to what you think



London Borough of
Redbridge



Redbridge Council wants to know if their services are good or if something has gone wrong.

If you are not happy, we want to make things better.



This tells you how to make a complaint.

What is a complaint



A complaint is when you are not happy about a service.

You may be unhappy because:


- We did something in the wrong way.
- We did not do something that should have been done
- We did not treat you in the right way




Sometimes we may not be able to look at your complaint.


This can be because:


- You are asking for a service
- It is about something that has already been sorted out
- It is being looked at by a court
- There is another way you need to use to sort out your problem


	<p>We will help you find what to do next.</p>
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How to make a complaint

	<p>There are lots of different ways that you can tell us what you think.</p> <p>You can:</p>
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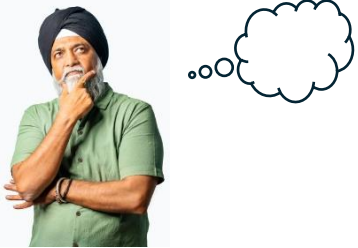
	<p>Call us on 020 8554 5000</p>
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	<p>Send an email to customer.service@redbridge.gov.uk</p>
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	<p>You can fill in a form on our website. www.redbridge.gov.uk/complaints</p>
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	<p>Visit us at:</p> <p>Lynton House 255–259 High Road Ilford IG1 1NN</p>
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	<p>Ilford Town Hall 128–142 High Road Ilford IG1 1DD</p>
	<p>The Orchard Housing Office Orchard Estate Ilford</p>
	<p>Look at our website to see when we are open.</p>
<p>What happens when you make a complaint</p>	
	<p>We will try and deal with your complaint as quickly as possible.</p>
	<p>We will contact you by telephone. This is to say we have got your complaint.</p>
	<p>We will do this in five working days. Working days means days we are open.</p>

	<p>We will ask how you would like to sort out the problem.</p> <p>We will look into what you have told us.</p>
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Stage 1

	<p>A person from the service will look after your complaint.</p> <p>We will tell you who this is.</p>
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	<p>They will:</p> <ul style="list-style-type: none"> • find out what happened • check the facts • tell you what they decided • say if we got it wrong
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	<p>We will do this in ten working days.</p>
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	<p>We will tell you:</p> <ul style="list-style-type: none"> • what we think happened • why we think it happened • what we will do to fix it
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	<p>We will tell you what to do if you want your complaint looked at again.</p>
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Stage 2



You may feel unhappy with what happened in stage 1.

You can ask for your complaint to go to stage 2.



A different team will review your complaint.

They will not have been involved before.

They will check if the decision was correct and fair.



We do this in 20 working days.



Some complaints may take longer to answer.

If we need more time, we will let you know and tell you why.



We may:

- say Stage 1 was right
- make a different decision
- ask for something else to be done

If you are still not happy

Local Government &
Social Care
OMBUDSMAN

You can make a complaint to the Local Government and Social Care Ombudsman (LGSCO).

It is not part of Redbridge Council.

The LGSCO looks into complaints about local councils.



You can contact the LGSCO by:

Call us on 0300 061 0614.

Monday to Friday between 10am and 4pm



Textphone (using Relay UK) 18001 0300 061 0614.



Go to the website www.lgo.org.uk

Complaining about council housing

Housing
Ombudsman Service

You can get help from the Housing Ombudsman.



Call us on 0300 111 3000.

Monday to Friday 9.15am to 5.15pm



Send an email to info@housing-ombudsman.org.uk



Go to the website www.housing-ombudsman.org.uk

Complaining about how your personal information was used



Personal information is information about you, like your name, address and telephone number.

You can get help from the Information Governance Team.



Call us on 0303 123 1113



Textphone (Using Relay UK) 18001 0303 123 1113



Go to the website www.ico.org.uk

Complaining about discrimination and human rights



Discrimination is when you are treated unfairly because of who you are.

Human rights are basic rights that belong to every person in the world.



The Equality and Human Rights Commission makes sure that you are treated fairly and equally.

You can get help from the Equality and Human Rights Commission.



Go to the website

www.equalityhumanrights.com

If you need more help



You can talk to the Complaints Team.



Call us on 020 8554 5000



Send an email to

customer.service@redbridge.gov.uk



Go to the website
www.redbridge.gov.uk/complaints



We will keep what you say confidential.



We will treat you with respect.



We will listen to what you have to say.



We can help you:

- get an interpreter if you do not speak English
- give you information in large print
- help you make a complaint
- make changes for you if you have a disability

You can ask for help at any time.