

**You can make a comment, compliment
or a complaint via:**

Our website:
www.fareham.gov.uk/ccs

Telephone:
01329 236100


e-mail:
customerservices@fareham.gov.uk

Write to us or call in to:
Customer Service Centre
Fareham Borough Council
Civic Offices, Civic Way
Fareham PO16 7AZ

More ways to let us know:

Report It - If you have seen or heard something
in Fareham you can report it straight away at
www.fareham.gov.uk/reportit or
text the Council on 07876 131415

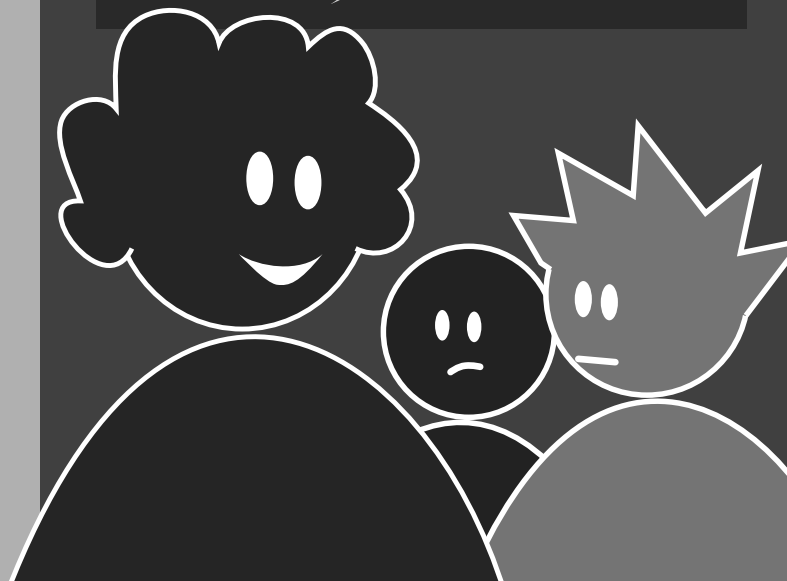
The perfect place to join in

 **Have your Say** - If you want to join in with
current consultations, surveys, e-panels,
and much more
www.fareham.gov.uk/haveyoursay

Twitter - You can 'tweet' us and someone
will get back to you.
www.twitter.com/FarehamBC

Facebook - Leave a message on our
Facebook page, or send us a message via
the inbox. www.facebook.com/farehambc

**What you have to say
is important to us**



FAREHAM
BOROUGH COUNCIL

At Fareham Borough Council we aim to provide high quality services at all times. To do this we need to hear your views. Whether you want to make a comment, a compliment or a complaint – we want to hear from you.

Comments

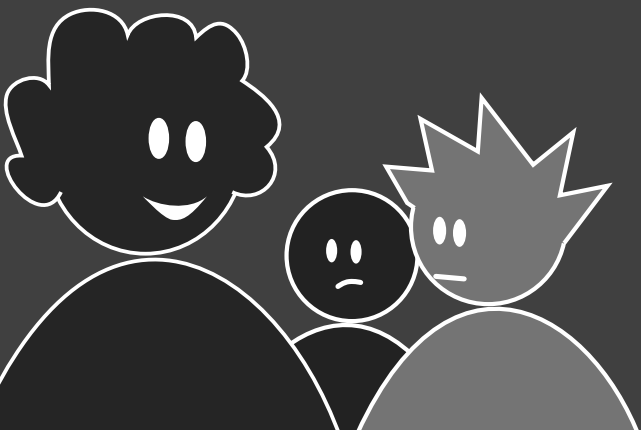
If you have an idea that you think will help us improve the way we do things or you just want to tell us something.

Compliments

If you want to thank someone or just give praise for a job well done, please tell us, we would be delighted to hear from you.

Complaints

If you are not happy with the service you have received, let us know. We aim to provide the best possible service. However, if we get it wrong, we need to know about it and will try to put things right as quickly as possible.



Dealing with complaints

We want to resolve your complaint straightaway and, in the majority of cases, the first person you speak to will usually be able to resolve things for you.

If we cannot resolve your complaint, we have a Corporate Complaints Procedure to be followed. The procedure applies to most complaints, but there are some cases which are treated in a different way. If this is the case, we will let you know.

Stage 1

The Head of Service in the department responsible for the service will investigate your complaint.

Stage 2

The Director of the department will review your complaint.

If you are still not satisfied with our explanation or resolution, you have the right to contact the Local Government and Social Care Ombudsman at: www.lgo.org.uk

For more information on complaints visit www.fareham.gov.uk/complaints

What you have to say is important to us