

How to comment or complain

Introduction

We hope that the work of the Westminster City Partnership is of the quality that you expect. However, we know that there may be times when you feel unhappy with a service you receive or you may want to make a suggestion about it could improve. We also hope that there may be times when you would like to tell us when you are happy with what we have done. Your complaints, suggestions and compliments are important to us.

How can I give you my comments?

We want to make it as easy as possible for you to let us know your comments. If you need any help, please ask a member of staff. You may also want to seek the support of your local Councillor, a voluntary agency, a friend or relative. You can email us at nhowe@westminster.gov.uk, telephone 020 7641 3384 or write to the Westminster City Partnership, Policy & Performance, 16th floor, Westminster City Hall, 64 Victoria Street, London SW1E 6QP .

You can also contact us on MINICOM 3372. This information can also be made available in Braille, large print or on audio tape. We can translate the information into another language if you ask.

How do I make a complaint?

There are two main areas where you may want to make a complaint

- ❖ About a service, programme or project funded by the Westminster City Partnership through the Local Area Agreement
- ❖ About the strategic partnership activities of the Westminster City Partnership

Services, programmes and projects funded by the Westminster City Partnership

The organisation delivering the service, programme or project will have a complaints procedure.

So - if you want to make a complaint please contact the organisation and follow their complaints procedure

If you are unhappy with the outcome of the organisation's complaints procedure you can take the matter further by contacting the Council. We explain how to do this below –

Strategic partnership activities

If you want to make a complaint, there is a simple three-stage procedure.

Stage 1

The people who can best deal with a complaint are those who are directly responsible. So you should contact the Policy Manager (Westminster City Partnership) nhowe@westminster.gov.uk / or phone 02076413384 / or write to:

Policy Manager, Westminster City Partnership, 16th floor, City Hall, 64 Victoria Street, London SW1E 6QP

We hope we can sort out mistakes and misunderstandings quickly and informally at this stage. We aim to respond, at this stage, within 10 working days.

Stage 2

If you are unhappy with the outcome of Stage 1, you can take the matter further. You can contact the City Council's Director of Policy & Performance.

You can write to:

Director of Policy & Performance, 16th Floor, City Hall, 64 Victoria Street, London SW1E 6QP or phone: 020 7641 2890.

The Director will ensure that your complaint is fully investigated. We aim to respond within 10 working days. However, when a complaint is complicated we may need longer. We will explain the reasons for any delay and say when you can expect a full reply.

Stage 3

If you are still unhappy after the Stage 2 investigation, you have a right of appeal to the Chairman of the Westminster City Partnership, and the City Council's Corporate Complaints Team will carry out a full review of your complaint within 15 working days. We will let you know if it is going to take us any longer. The final outcome is then passed to the Chairman for consideration. When making your Stage 3 appeal please explain why you are still not satisfied and what you expect from a further review. You can write to the Chairman c/o:

Corporate Complaints Team, Policy & Performance, 16th Floor, City Hall, 64 Victoria Street, London SW1E 6QP or phone: 020 7641 1911.

Local Government Ombudsman

The Local Government Ombudsman is an independent national service that investigates complaints against councils. You can complain to the Ombudsman at any time but he will usually refer a complaint back to us if it has not been through our complaints procedure. You can contact the Ombudsman at:

The Commission for Local Administration in England, Millbank Tower, Millbank, London SW1P 4QP or phone: 020 7217 4620 / or www.lgo.org.uk

The Local Government Ombudsman has a leaflet called Complaint about the Council? How to complain to the Local Government Ombudsman. You can get a

copy by telephoning or writing to the address above, or you can download it from the [Ombudsman's website](#). If you have an enquiry about the Local Government Ombudsman's service you can telephone their Adviceline on 0845 602 1983.

Equal opportunities

The Westminster City Partnership is committed to treating everyone equally. This means we will not treat anyone differently regardless of race, gender, disability, age, sexual orientation or faith.