

19 October 2021

Mr P Riden
9 Owen Falls Avenue
CHESTERFIELD
S41 0FR

Our ref: 21 010 542

Dear Mr Riden

Complaint about Derbyshire County Council

Thank you for your complaint about Derbyshire County Council. We have allocated your complaint reference number 21 010 542, please quote this number whenever you contact us.

The law says that, before investigating a complaint, we must normally be satisfied you have made a formal complaint to the Council and that it has been given an opportunity to consider it and reply.

From the information you have provided, it appears to me the Council may not yet have had this opportunity. Therefore, you must complain directly to the Council in the first instance.

What you should do

Write to the Chief Executive or equivalent asking them to respond to your complaint under the appropriate procedure, and to refer you to the Ombudsman at the end of the process.

We usually allow the Council 12 weeks to complete the complaints process and we do not require any further correspondence from you at this stage. Please only contact us if you have received a final response from the Council or 12 weeks have passed without resolution.

If you require any help to make your complaint please speak to the Council. Alternatively, your local Citizens Advice Bureau may be able to help.

What next

If you are dissatisfied at the end of the complaints process, you will need to provide us with a copy of the Council's complaint responses, including the final response, and explain why you are dissatisfied. We will then assess your complaint to see if it is one which we should consider further.

If you would like to discuss how to do this, please call us on 0300 061 0614.

How we handle your personal data

You can find more information about how we manage your personal data and what we do with it in the Privacy Statement on our website (www.lgo.org.uk/privacy/). This information is also available on request.

Reasonable adjustments

As a public sector body, the Equality Act 2010 requires us to consider making adjustments if people with disabilities have problems using our service. If those adjustments are reasonable, we must make them.

We are committed to making sure the way we work does not disadvantage disabled people and meets our legal obligations.

If you need any help or support in using our service, please let me know and we will consider what changes we can make to assist you.

Yours sincerely

Sharon Robinson
Complaints Advisor