

SWINDON BOROUGH COUNCIL

**CUSTOMER FEEDBACK AND COMPLAINTS
HANDLING POLICY**

Version 7

Revised November 2019

Swindon Borough Council
Customer Feedback and Complaints Handling Policy

Introduction

The Council is committed to providing a high quality service to all our customers and putting our residents at the heart of everything we do. This means all feedback is welcome and treated as an opportunity to identify areas to drive continuous service improvement and improve customer satisfaction.

We take all concerns seriously, aim to keep customers informed of progress, and reply within the agreed timescales.

We promise to listen, log any feedback correctly, and treat all feedback honestly, politely, confidentially and fairly without discrimination, in accordance with the Data Protection Act.

Compliments

We appreciate hearing when we have done a good job and record all statements of praise as a compliment. This could be an expression of satisfaction about any Council activity or service, or about an employee or representative of the Council.

Once we have received a compliment, the details are passed to the relevant manager, who ensures that the team or staff member concerned receives recognition and acknowledgment.

Comments and Customer Feedback

We recognise that customers may wish to raise a comment, observation, or provide us with feedback that is neither critical nor complimentary. This may also include suggestions for changing or improving our service. If requested, comments and general feedback will receive an acknowledgement within three working days and a full response within ten working days.

Complaints

We encourage all our staff to resolve any queries on the spot, as quickly and as positively as possible. In order to help us improve the Council for everybody, it is important that you let us know when you think we can do better or when the matter may require a further investigation. Therefore, if you are unhappy with a service you have received from the Council, you are entitled to make a complaint.

A complaint can involve one of the following statements:

- You are unhappy with the standard of service, action, lack of action or decision taken by the Council
- You are unhappy with the way in which the Council's staff or representatives have carried out their duties

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- The Council has failed to meet our standards of service, such as delivering to agreed timescales and quality of service
- The Council has failed to respond to the original problem or service request
- A member of staff has not carried out their duties to an acceptable standard or with the appropriate courtesy
- The Council has not treated the customer fairly, or without discrimination

All our staff are aware of the Customer Feedback Policy and will be able to assist you wherever possible to ensure that you receive a full response within the agreed timescale that is both accurate and unbiased.

All complaints should be submitted within 12 months of the incident that caused the problem or when the problem first occurred. However, we will exercise discretion to extend this, depending on the circumstances where it may have been difficult for the complaint to have been submitted earlier, and providing we are able to investigate the facts of the case.

If there are any reasons why we are unable to proceed with your complaint, we will explain this to you accordingly.

Areas that are excluded from this policy

There are some exclusions that apply when submitting a complaint, which relate to statutory, legal limitations and include the following:

- Requests for services are not classified as complaints (e.g. I want to report that a street light is not working)
- Appeals, which are dealt with as part of the standard appeals process (e.g. decisions about Policy Planning, Housing, Council Tax, Benefits etc.)
- Issues which are, or could be, the subject of court or tribunal proceedings, or which are likely to be put in the hands of the Council's insurers
- Complaints concerning a disagreement about, or refusal to accept, a lawful discretion that the Council is applying

Complaints relating to the following areas are subject to alternative policies:

- School Admissions appeals. Further information regarding this process can be found on our website or via the following link:
https://www.swindon.gov.uk/info/20071/school_places_and_admissions/973/school_admission_appeals
- Exclusion appeals. For more information regarding this process, please contact Nigel Pickering via email: npickering@swindon.gov.uk
- Complaints from employees, former employees and prospective employees (e.g. whistleblowing and personal issues) that are subject to other procedures and policies
- Complaints and comments regarding elected Members

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If your complaint or comment includes one of the above exclusions, we will explain this and advise you of any statutory procedures with regard to your comment/complaint.

Who to contact if you need further assistance

We fully appreciate and understand that some people may need advice and support from an independent advocate to make their complaint, to escalate an ongoing issue, or to understand our procedures and outcomes. We also understand that additional support may be required for people who are vulnerable, or have communication difficulties due to finding it difficult to express their views, or where English is not their first language.

If you should experience any issues when trying to make a complaint, or require any further assistance or adjustments, please contact our Customer Services Team who will be able provide you with the necessary help, advice and support you need.

The Customer Services Team can be contacted via:

Email: customerservices@swindon.gov.uk
Telephone: 01793 445500
Postal address: Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG

Alternatively, you can visit us in person at the above address on Mondays, Wednesdays, Thursdays and Fridays from 9:00am to 5:00pm or on Tuesdays from 9:00am to 4:00pm.

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How to use the Customer Feedback Policy

Due to the varying nature of the services provided by the Council, there are slightly different procedures depending on the area of complaint. The majority of complaints will be dealt with via section 1 of the policy. Alternatively:

- If your complaint relates to our **Housing services**, please go straight to **Section 2**
- If your complaint relates to **Adult Social Care**, please go straight to **Section 3**
- If your complaint relates to **Children's Services**, please go straight to **Section 4**
- For **all other complaints**, please refer to **Section 1** on the following page

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Section 1 – General Complaints

Is it a complaint, or a service request?

Service requests and complaints are different. A service request is contact from a customer that brings a matter to the Council's attention for the first time, and requests a service offered by the Council. For example, reporting a missed bin or telling us about noise nuisance. For information about how to raise a service request please visit our website www.swindon.gov.uk.

A complaint is a where the customer expresses dissatisfaction about the standard of a service, actions, or lack of actions by the Council and/or its staff.

Stage 1 – Your initial complaint

If you are unhappy and wish to express your dissatisfaction about a service, action or lack of action by the Council and/or its staff, you can raise a complaint. In the first instance this will be a stage 1 complaint.

You can raise a complaint via the following channels:

- Online via the Council's website – www.swindon.gov.uk
- Email – customerservices@swindon.gov.uk
- Phone – 01793 445500
- Post - Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG
- In person - at the above Customer Services address

Once we have received your complaint, you will receive an acknowledgment within three working days. A written record of your complaint can be provided on request, by contacting the Customer Services Team.

We will ask the relevant service manager to investigate and provide you with a response within ten working days. If the service manager is unable to provide you with a response within ten working days, they will update you on the progress and inform you that they are extending the timescale by an additional ten working days.

There may also be occasions where we may seek an alternative manager to respond to a complaint due to the nature of the complaint, or if we feel it would be inappropriate for the service manager to respond.

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Stage 1 - Complaint responses

When responding to a stage 1 complaint, the service manager or appropriate manager will apologise if a mistake has been made and provide an explanation about what went wrong. They will also provide or suggest a remedy that aims to put right what has gone wrong.

We hope that most complaints will be resolved at stage 1. If customers do not reply to the written stage 1 response within 25 working days, then we will consider the complaint closed. This period can be extended on request by the customer.

Stage 2 - Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint, and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within 25 working days following your stage 1 response. This can be done via the contact details in your stage 1 response or by contacting Customer Services.

The Customer Engagement Team will contact you within five working days on receipt of your request to escalate your complaint and will confirm the associated details. Once the issues of the complaint have been agreed with you, we will ask the relevant Service Director (or delegated Head of Service) to investigate and provide a response within 25 working days.

If the complaint is complex, we may need more than 25 working days to respond. If this is the case, we will provide you with an update on the progress to your complaint and advise you if we need an additional ten working days.

If you are dissatisfied with a stage 2 response

If you remain dissatisfied with our response to your complaint at this point in the process, you will then be entitled to take your complaint to the Local Government and Social Care Ombudsman. The Local Government and Social Care Ombudsman can be contacted using one of the following options:

- Online via their website: www.lgo.org.uk/making-a-complaint
- Download the following complaint form '<https://www.lgo.org.uk/complaint-form>'
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry

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CV4 0EH

Section 2 – Housing Complaints

Introduction

A separate procedure is required for Housing Complaints following the introduction of the Localism Act 2011. There are three stages, which are described below.

In addition, there is a Customer Resolution service, specifically set up for tenants who have issues to raise about the housing repairs service. This enables concerns to be dealt with at the earliest opportunity, and if the matter cannot be resolved to the tenant's satisfaction then the Housing Complaints procedure will come into play.

Stage 1 – Your initial complaint

As per our General Complaints procedure, you can raise a formal complaint via the following channels:

- Online via the Council's website – www.swindon.gov.uk
- Email – customerservices@swindon.gov.uk
- Phone – 01793 445500
- Post - Customer Services Reception
Wat Tyler House
Princes Street
Swindon
SN1 2JG
- In person – at the above Customer Services address

Please refer to our Stage 1 General Complaints procedure for our agreed timescales and response.

Stage 2 – Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days following your stage 1 response.

Please refer to our stage 2 General Complaints procedure for our agreed timescales and response.

Stage 3 - Escalating your stage 2 complaint

Referral to Tenant Complaints Panel or the Local Government Ombudsman

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If you remain dissatisfied after a complaint has been through stages 1 and 2, you are entitled to appeal to the Tenant Complaints Panel.

Please note that this only applies to complaints relating to the Council's function as a landlord, which includes complaints regarding:

- Rents and service charges
- Leasehold services
- Tenancy matters
- Property condition – repairs and improvements
- Tenant behaviour – Anti-social Behaviour
- Estate management services
- Complaint handling

Complaints that are not dealt with by the Tenant Complaints Panel will continue to be dealt with by the existing Local Government Ombudsman (LGO). These include:

- Housing allocations
- Homelessness
- Right to Buy applications
- General housing advice

Tenant Complaints Panel

The panel comprises members of the Tenant Scrutiny Panel, who have been trained to review complaints once the complaint has completed all previous stages of the Complaints Procedure.

The Tenant Complaints Panel is registered with the Housing Ombudsman and is recognised by Swindon Borough Council. Its remit is to review the complaint and to determine whether the Council has:

- Applied its policies and procedures correctly
- Acted in a fair and reasonable way

If you wish to refer your complaint to the Tenant Complaints Panel, you must do so in writing or email and include the reasons why you feel your complaint has not been resolved.

Once your appeal has been received, you will be invited to a meeting with the panel. Any recommendations made by the panel are not legally binding, although they will be shared with both the Council and the complainant. The Panel will provide a response to you within twenty working days of receipt of the complaint.

For further information please contact Paul Wilkins (Housing Participation Officer) on 01793 463677 or via email: PaulWilkins@swindon.gov.uk

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Alternatively, if you do not wish to use the Tenants Complaints Panel you can refer directly to the Housing Ombudsman once eight weeks have passed since the final complaint response.

The Housing Ombudsman can be contacted using one of the following options:

- Visit their website: <https://www.housing-ombudsman.org.uk/>
- Call 0300 111 3000 (lines are open 9:15am – 5.15pm, Monday to Friday)
- Email info@housing-ombudsman.org.uk
- Submit your complaint in writing using the following address:
Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

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Section 3 – Adult Social Care Complaints

Introduction

Adult Social Services encourage service users, families and/or representatives to speak to the relevant team manager of the service they are dealing with in the first instance regarding any concerns or issues they may have. We aim to resolve all concerns as quickly as possible through discussions with the team manager.

The complaints procedure that is followed in Adult Social Care and Health is set out in legislation, published in 2009. The Health and Adult Social Care complaint systems were integrated to enable a consistent and fair approach to complaint handling across health and social care services.

If you would like to make a complaint, you should do this as soon as possible. The Local Authority will investigate complaints that are made within 12 months from when the specific situation or event occurred.

If a complaint alerts the Council to possible abuse or neglect, we will advise the Adult Safeguarding Team who will decide how to investigate and monitor outcomes.

What complaints do Adult Social Services deal with?

Swindon Borough Council's Adults Social Services department deals with complaints in relation to:

- The charge you pay for services and how we have assessed the charge
- Safety and safeguarding
- Social Care & Learning Disability Services
- The quality of services which are funded by the Council and where the service provider has not been able to resolve the complaint. The Council can be asked to consider a complaint earlier where someone is in a very vulnerable situation.

If you have arranged care directly with a care provider and you are funding the care, or your family are paying, you should make your complaint direct to the Local Government Social Care Ombudsman. If you are not sure who should deal with your complaint, contact the Customer Services team (see page 4), who will be happy to direct you to the right place.

Please note that the Council may not be able to respond to a complaint if it is already under investigation through other procedures, for instance criminal or court proceedings or tribunals.

Please note: If your complaint is regarding Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), you can either write to the Chief Executive or the Complaints & PALS Manager at:

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Avon and Wiltshire Mental Health Partnership NHS Trust

Email: awp.complaints@nhs.net or
awp.pals@nhs.net
Telephone: 01249 468261
Postal address: Jenner House
Langley Park Industrial Estate
Chippenham
Wiltshire
SN15 1GG

Who can make a complaint?

The following people can make a complaint:

- The person receiving the service (the service user)
- A relative or person acting on behalf of the service user with their consent
- A representative of the service user if they do not have capacity to make decisions or give consent

Stage 1 – Your Initial Complaint – Local Resolution

All complaints will be taken seriously and efforts will be made to try to resolve them for you as fairly, quickly and effectively as possible.

We aim to acknowledge your complaint within three working days.

Once we have received your complaint we will contact you, usually by phone, to talk to you for the following reasons:

- Make sure we understand your complaint fully
- Ask you what you would like to happen as a result of your complaint, and confirm other possible satisfactory outcomes
- Agree how long it will take for us to investigate your complaint and when to expect a written response

It might be helpful to have a meeting to talk about your complaint. If so, we will arrange this for you and the relevant officers will aim to resolve your issues raised in the complaint.

We will discuss with you whether it might help you to have assistance from a family member or friend, or we may be able to arrange an advocate to support you.

We will ask the relevant service manager to investigate and provide you with a response within ten working days. If the service manager is unable to provide you with a response

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within ten working days, they will update you on the progress and inform you that they are extending the timescale by an additional ten working days.

Stage 1 – Local Resolution – Response

The written complaint response should directly answer all issues raised in your complaint.

As a result of your complaint, we may identify some learning or service improvements for the organisation. If so, these will be noted in the response letter and we will ensure that the response letter avoids complex terminology or jargon. The Council's response to you will be signed by the Service Manager. Within the Council's response, you should be advised of your options available to you if you remain dissatisfied.

Stage 2 - Escalating your initial complaint

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days following your stage 1 response.

The Adults and Children's Complaints Manager will contact you within five working days on receipt of your request to escalate your complaint and will confirm the associated details. Once the issues of the complaint have been agreed with you, we will ask the relevant Service Director to investigate and provide a response within twenty-five working days.

If the complaint is complex, we may need to more than twenty-five working days to respond. If this is the case, then we will provide you with an update on the progress to your complaint and advise you if we need an additional ten working days.

Stage 3 – Escalating your complaint to the Local Government and Social Care Ombudsman/ Health Service Ombudsman

Following receipt of your stage 2 response, if you remain dissatisfied you are within your rights to escalate your complaint to stage 3. To escalate your complaint please contact the Local Government and Social Care Ombudsman and/or Health Service Ombudsman.

The Local Government and Social Care Ombudsman makes final decisions on complaints that have not been resolved by the Council or NHS regarding children's and adult social care.

The Health Service Ombudsman investigates complaints about health services.

The Local Government and Social Care Ombudsman and the Health Service Ombudsman can be contacted using one of the following options:

- Online via their website: www.lgo.org.uk/making-a-complaint

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- Download the following complaint form '<https://www.lgo.org.uk/complaint-form>'
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

The Ombudsman will make an initial review of the complaint to ensure that attempts to resolve the complaint locally have been made. If not, the Ombudsman will refer the complaint back to the Council.

When the Ombudsman accepts a complaint for review, the Ombudsman will request a copy of the complaint file. The Ombudsman can decide a) there is no case to answer, b) the complaint is partially upheld, or c) the complaint is fully upheld.

If the Ombudsman decides that the Council has got things wrong, they may make recommendations for the Council to put them right. This can include explanations, apologies and recommendations for the service to learn and improve.

Patient Advice Liaison Service (PALS)

The PALS Team works alongside the Swindon Borough Council complaints team, and offers confidential advice, information and problem solving. You may prefer to work with the PALS Team to resolve your complaint in an informal way. PALS staff will work with the Council and other service providers to make sure that people are receiving the appropriate service.

PALS is impartial and will work with you to try to resolve a difficulty or problem and can act on your behalf if you wish. They will discuss with you the best ways to resolve your concerns or problems and will agree with you what action to take for your individual circumstances. They can also signpost to other sources of help if needed. You can provide feedback directly to PALS in writing, by email, by telephone or in person:

Email: feedback.swindonccg@nhs.net

Telephone: 0300 200 8844

Postal address: PALS and Complaints team
Priory Road Medical Centre
Priory Road
Park South
Swindon
SN3 2EZ

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Healthwatch Swindon

Healthwatch Swindon can put you in touch with the right organisation to listen to your concerns and make sure your voice is heard. The service is free, independent and impartial.

Healthwatch England have also worked with Citizens Advice to produce a series of guides to help you make a complaint or raise a concern.

Healthwatch Swindon is at: <http://www.healthwatchswindon.org.uk/content/advocacy>

Email: info@healthwatchswindon.org.uk
Telephone: 01793 497777
Postal address: Healthwatch Swindon
Swindon Advice and Support Centre
Sanford Street
Swindon SN1 1HE

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**Section 4 – Children’s, Families and Community Health Services Complaints
including Special Educational Needs and Disability Services**

Introduction

Complaints regarding looked after children or children who receive social care services should be considered independently under the Council’s Customer Feedback Policy. Complaints made by looked after children should be considered under The Children Act 1989 Representations Procedure (England) Regulations. Also, complaints in relation to specific schools or what occurs within them are the responsibility of the governing bodies, so will not be covered by this policy, unless specifically referred to the Council for a response.

If not covered by the above exceptions all other comments about Children’s Services will be recorded within the Comments and Feedback procedure, as stated on page 1 of this document. They will be recorded on the Customer Case Management System and will be dealt with within the target timeframes.

Complaints can be made verbally to a member of staff or in writing (including electronically). Complaints made to the local authority will be handled in a way that is accessible for children and young people and appropriate to the age and understanding of the child.

If a child or young person wishes to make a complaint, the Adults and Children’s Services Complaints Manager will record the complaint for them, provide them with information and advice about independent, confidential advocacy services, and will offer help to obtain an advocate.

The Complaints Manager will also ensure that a suitable person meets the child or young person with their advocate to discuss the complaints process and ensure that any questions or concerns are fully addressed. Where an advocate is being used, the Council will ensure that the advocate is acting with the informed consent of the young person. Alternatively, the young person is able to select an advocate of their own choosing in whom they have confidence e.g. a foster carer, teacher etc..

Please be advised that any complaints received regarding Children’s Adoption Services will be passed to Adopt Thames Valley, who will complete the complaint investigation and respond directly to you.

Adopt Thames Valley is a regional adoption agency (RAA), which is a partnership of several local authorities and one voluntary adoption agency across Berkshire, Oxfordshire and the Swindon area. Oxfordshire County Council is the host local authority for Adopt Thames Valley.

If a complaint is received that relates to the work of Adopt Thames Valley, you should contact Oxfordshire County Council Complaints Team in the first instance. If you make a complaint to Adopt Thames Valley staff, the staff are then required to refer the matter to be managed by the Oxfordshire County Council Complaints Team through the

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appropriate complaints process.

Contact details for Oxfordshire County Council Complaints Team:

Tel: 01865 323589
Mobile: 07717 420419 (to send us a text)
Email: commentsandcomplaints@oxfordshire.gov.uk
Postal address: Comments and Complaints Team
Oxfordshire County Council
Freepost RRYR-XTBE-GBTZ
County Hall,
New Road,
Oxford,
OX1 1ND

Stage 1 - Your initial complaint - Local Resolution

If you are unhappy and wish to express your concerns about these services, you can raise a stage 1 complaint, in the first instance. Your complaint will be raised with the relevant service manager or we may put you in contact with the appropriate team/service manager, depending on the circumstances and with your consent.

Once we have received your complaint, this should be acknowledged as soon as possible (within two working days) and a written response should be sent within ten working days. Within the statutory guidance for Children's Services Complaints, the Council are able to request a further ten working day extension.

Stage 2 – Escalating your initial complaint – Independent Investigation

If you are unhappy or dissatisfied with the outcome to your stage 1 complaint and the service manager is unable to resolve your concerns, you are entitled to escalate your complaint to stage 2 within twenty-five working days of receiving your stage 1 response.

Once we have received your request to escalate your complaint, you will receive an acknowledgement within five working days confirming the details of your complaint and suggested next steps.

An independent investigating officer and independent person will then be appointed and will investigate the complaint. Both the officer and independent person will produce an in-depth report, which includes a conclusion, any recommendations and/or outcomes regarding the original complaint.

Please note an advocate can be requested for a child or young person at any time during this complaint process.

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You should receive a formal response from the Director of Children's Services and a copy of the reports within 25 working days. If an extension to the investigation is required due to the complexity of the case or the availability of an independent person then you will be informed accordingly and this should be no more than 65 working days.

Stage 3 - Escalating your complaint to the Local Government and Social Care Ombudsman

If you are unhappy or dissatisfied with the outcome to your stage 2 complaint and feel Children's Services have still not resolved your complaint adequately, then you are entitled to escalate your complaint and request a review by contacting the Local Government & Social Care Ombudsman.

The Local Government & Social Care Ombudsman advise that you contact them within 12 months of receiving the stage 2 responses and that any complaints received after this timescale may not be accepted for investigation.

You can contact the Local Government & Social Care Ombudsman via one of the following channels:

- Online via their website: www.lgo.org.uk/making-a-complaint
- Download the following complaint form <https://www.lgo.org.uk/complaint-form>
- Call the Customer Helpline on 0300 061 0614 from 8:30am to 5:00pm, Monday to Friday
- Send a text to the 'call back' service: 0762 481 1595
- Use a textphone via the Next Generation Text Service (formerly known as Text Relay and Typetalk)
- Submit your complaint in writing using the following address:
The Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

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Section 5 – Additional items

Complaints regarding councillors

Complaints regarding councillors are managed differently due to the nature of these types of complaints. For more information or to submit a complaint about a Councillor, please contact the Committee and Members Services Team on: 01793 445500.

Equality and Diversity

Swindon Borough Council is committed to ensuring that we treat all our service users respectfully and fairly with regard to the protected characteristics of age, disability, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Your Personal Data

Swindon Borough Council will act as a “Data Controller” for any personal data that you provide to us. We will ensure that the data given to us is processed in line with our Data Protection Act 2018 (DPA 18) and the EU General Data Protection Regulations (GDPR).

To find out more about Swindon Borough Council’s data protection policies please contact our Data Protection Officer.

In the event that you wish to complain about the way that your personal data has been handled by Swindon Borough Council, you should write to the Data Protection Officer and clearly outline your case. Your complaint will then be investigated in accordance with our customer complaint procedure.

Email: dataprotection@swindon.gov.uk
Postal address: Data Protection Officer
Civic Offices,
Euclid Street,
Swindon,
Wiltshire,
SN1 2JH

Escalating a complaint regarding your personal data

If you remain dissatisfied with the way your personal data has been handled, you have the right to complain to the Information Commissioner’s Office at www.ICO.org.uk. You may refer the matter to the Information Commissioner’s Office, whose contact details are below:

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Postal address: Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Email: casework@ico.org.uk

For information on data protection and your rights and remedies, please visit our website
www.swindon.gov.uk.