

# Commendations, Comments & Complaints

Xentrall Shared Services has its own process for dealing with commendations, comments and complaints. However a number of its customers are also either Stockton Borough Council or Darlington Borough Council customers and any feedback which relates to these customers will be handled under the appropriate Council procedure.



**Stockton-on-Tees**  
BOROUGH COUNCIL



**DARLINGTON**  
Borough Council

**We welcome your views** - and we will use them to help us improve our service.

## What We Will Do

### Commendations

We will ensure that your commendation is passed to the person concerned and that the wider service management team are aware of this achievement. We will also cite these as examples of good customer practice to rest of the service.

Any such feedback from customers may also be used in any employee/service recognition scheme. If possible, please raise your commendation with the line manager of the person concerned. Otherwise, raise it through a senior Xentrall manager (see contacts below).

### Comments & Suggestions

We welcome your comments on our services and we will consider carefully all comments that are received to see how we can improve our services to you.

Please feel free to raise your views with any member of Xentrall Shared Services and they will ensure that this is fed back to the team concerned.

### Complaints

We will investigate your complaint using our formal complaints procedure. The issue you raise will be looked at carefully, we will do our best to resolve the issue and also

implement the necessary service improvements to prevent the same issue re-occurring. Ideally, your complaint should be raised with the service manager (verbally or in writing). We will then respond to a complaint as quickly as possible.

We will:

- Acknowledge complaints within 2 working days
- Provide a written response within 10 working days of the initial complaint

We hope that your complaint will be resolved to your satisfaction. However, if this is not the case you can escalate your complaint to the Director of Finance, Development & Business Services.

We will then:

- Provide a written response within 20 working days of the request for escalation

## Reporting Your Complaints

Your complaints will be recorded and reported to the customer services department of the appropriate Council.

If the complaint is internal to Stockton or Darlington Borough Councils it will be reported to the Xentrall Executive Board.

The Xentrall Executive Board consists of the Director of Finance, Development & Business Services (Stockton-on-Tees Borough Council) and Group Director of Operations (Darlington Borough Council).

## Who to contact

### Ian Miles

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**We  
Asked...**

**You  
Said...**

**We  
Did**