



heritage
foundation
Letchworth Garden City

Making a **complaint** or a **suggestion**

Guidance notes for those wishing to register a formal complaint to the Heritage Foundation, or make a suggestion for improving its services.

Introduction

Letchworth Garden City Heritage Foundation aims to create, maintain and develop quality services for its many tenants, customers and the local community.

There may be occasions when, as a user of its services or as someone who has been affected by aspects of its operations or policies, you feel that the Heritage Foundation has failed to deliver a quality service or acted in an unfair manner.

To complement in-house systems of monitoring and reviewing our services, the Heritage Foundation openly invites and welcomes feedback from all those who come into contact with the organisation.

Suggesting ways in which the Heritage Foundation can improve its services and the quality of its performance in their delivery, is most welcome too. Please use this form to send in your ideas.

Step One: How do I make a complaint?

If you would like to make a formal complaint, you must write to John Lewis, the Heritage Foundation's Chief Executive, in the first instance. His contact details are:

**John Lewis, Chief Executive
Letchworth Garden City Heritage Foundation,
Foundation House, Icknield Way, Letchworth
Garden City, Hertfordshire SG6 1GD**

**Email: john.lewis@letchworth.com or apply
online at www.letchworth.com**

Please complete this form or put your complaint in the form of a letter to the Chief Executive. Please ensure that you supply your name, address, telephone details and an outline of the issue in question. Remember to sign and date your correspondence.

All such complaints will be acknowledged on receipt, fully investigated and a reply sent within 15 working days.

Letchworth Garden City Heritage Foundation is an Industrial and Provident Society, with charitable status, Registered No. 28211R.

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Step Two: What happens if I am not happy with the reply?

If you are still unhappy after receiving a reply from the Chief Executive, you may consider making a complaint of maladministration.

Maladministration is the failure to follow reasonable procedures. Such complaints may be referred to The Letchworth Commissioner (Ombudsman). This person is appointed by the President of the Law Society under the terms of the Letchworth Garden City Heritage Foundation Act 1995 (Section 12 Schedule 2). The Ombudsman will not consider a complaint unless Step 1 has been completed. A copy of the Act is available on request from the Heritage Foundation. The Commissioner's contact details are:

**Mr Paul Davies
Letchworth Garden City Heritage Foundation
Commissioner
28 High Street, Stevenage SG1 3HF**

On receiving any complaint of maladministration, the Commissioner will ensure that the complaint has been fully explored by the Heritage Foundation before instituting his own investigations.

The Commissioner will inform both the complainant and the Heritage Foundation of the outcome of his investigations in the form of a report. Procedures in respect of publishing reports by The Letchworth Commissioner are set out in the Letchworth Garden City Heritage Foundation Act 1995.

Complaints Form

Name (please print)

Address

Telephone number

Email

Details of complaint

(Please give detailed account, with dates, facts, names of people involved, as appropriate. Continue on a separate sheet if necessary)

Signed

Dated

For Official use

Received by

Date

Date acknowledged

Reply due by

Comments/Suggestions

Name (please print)

Address

Telephone number

Email

Nature of incident or reported shortcoming

(Please give full details. Continue on a separate sheet if necessary)

Comments/suggested remedy

Signed

Dated

For Official use

Received by

Date

Date acknowledged

Reply due by

Please send your completed form to:

Letchworth Garden City Heritage Foundation

Foundation House, Icknield Way, Letchworth Garden City, Hertfordshire SG6 1GD

Tel: 01462 476007 Email: info@letchworth.com

www.letchworth.com