

## Equality Monitoring form

The following questions are asked as part of our commitment to equality monitoring, to help make sure that everyone has access to our services. Your answers would be appreciated to help us understand if there are any differences in our service delivery. The results are used for statistical and monitoring purposes, not for the identification of individuals.

1. Are you..... Male  Female  Transgender

2. What is your age?

3. What do you consider to be your ethnicity? (please tick)

<b>White</b>		<b>Black or Black British</b>	
British	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Irish	<input type="checkbox"/>	African	<input type="checkbox"/>
Any other White Background	<input type="checkbox"/>	Any other Black Background	<input type="checkbox"/>
<b>Mixed</b>		<b>Asian or Asian British</b>	
White & Black Caribbean	<input type="checkbox"/>	Indian	<input type="checkbox"/>
White & Black African	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Any other Mixed Background	<input type="checkbox"/>	Any other Asian Background	<input type="checkbox"/>
<b>Chinese</b>		<b>Other Ethnic Group including Gypsy, Roma Traveller</b>	
Chinese	<input type="checkbox"/>		

Do you consider yourself to have a disability? Yes  No

If you have answered yes, how would you best describe your disability?

Physical  Mental Health  Visual

Learning  Hearing  Other (please state) .....  
.....



## South Hams District Council Complaints Procedure

We aim to provide all our customers with a good, prompt and courteous service, but if something goes wrong we want to know about it.

### Making a complaint:

You can make a complaint using this form or in the following ways:



Email: [complaints@southhams.gov.uk](mailto:complaints@southhams.gov.uk)



**Letter:** South Hams District Council  
Follaton House  
Plymouth Road  
Totnes  
TQ9 5NE



**Telephone:** 01803 861234



**Visit the Council at:**

Follaton House, Plymouth Road, Totnes, TQ9 5NE

This document can be made available in large print, Braille, tape format or in other languages upon request

## Complaint Form

Name .....

Address .....

Postcode .....

Telephone No .....

Email .....

Please give details of your complaint and what action you think the Council should take (please feel free to attach extra sheets of paper).

Do you consider that your complaint has arisen as a result of discrimination on the basis of race, gender or sexual orientation?

Yes

No

Signed .....

Date .....

We can provide you with any assistance you require in making a complaint. Please do not hesitate to contact us.

**Complaints Process:** You can make a complaint directly to the Council or via another organisation such as your local Citizens Advice Bureau.

There are 2 stages that may form the basis of dealing with your Complaint. You will receive an acknowledgement then a response to your complaint within 13 working days.

**Stage 1:** Contact the relevant service with your complaint. An Officer will investigate and a Head of Service will sign off the response. They will try to resolve your complaint by providing relevant information or by taking appropriate action.

**Stage 2:** If you are unhappy with the response, please contact the Head of Service who will investigate whether an independent review needs to take place. The Head of Service and a Strategic Director will sign off and confirm the response.

If you remain dissatisfied with the responses after these 2 stages, you may contact the Local Government Ombudsman. The Ombudsman will usually expect the Council to have looked into the matter before they become involved.

**Local Government Ombudsman:**

The Oaks  
2 Westwood Way  
Westwood Business Park  
Coventry  
CV4 8JB  
[www.lgo.org.uk](http://www.lgo.org.uk)

**Complaints relating to a District, Parish or Town Councillor:**

These are dealt with by the Standards Board for England, 4<sup>th</sup> Floor, Griffin House  
40 Lever Street, Manchester, M1 1BB  
With reference to Breaches of their Code of Conduct.  
[www.standardsboard.gov.uk](http://www.standardsboard.gov.uk)