

Your opinion counts

At Manchester City Council we're committed to putting you, our customers, first. That means we're always pleased to hear what you have to say about the services we provide.

By letting us know what you think – when we're doing a good job and when you think we can do better – you'll be helping to improve the Council for everybody.

Comments, compliments and complaints

Let us know what you think about your Council services



Our promises to you

Whenever you contact us with your feedback, good or bad, you can be assured we will:

- Always listen to what you have to say
- Treat you honestly, fairly and politely
- Give you help and advice as quickly as we can
- Respect your individual needs and your right to privacy
- Keep you informed about what’s happening
- Take action, where appropriate, to improve our service to you.

Ways to get in touch

If you would like to let us know when we've done something well or have a suggestion of how we can do things better, you can contact us:

Online

Communication using a web form is the best way to make contact as:

- There’s no need to queue to get through to the Council switchboard
- There’s no cost of a phone call or a stamp
- Contact can be made 24/7 at a time convenient for you, rather than just when the switchboard is open between 8am and 6pm, Monday to Friday
- Your form will be dealt with more quickly as it will go straight to the relevant team to action, rather than via the switchboard or postal service.

You can complete a customer feedback form online at manchester.gov.uk/complaints

By email

Our email address is complaints@manchester.gov.uk

By phone

You can speak to us on 0161 234 5000, Monday to Friday, 8am–6pm

By textphone

This service is a means for hearing-impaired people to use the telephone as a method to contact us. The number is 0161 234 3760.

In person

Your Customer Service Centre at Manchester Town Hall extension (Mount Street entrance) M2 5DB (sat nav postcode) is open Monday to Friday, 8am–5pm. One of our team will make a note of your feedback and pass it on to the right person.

By post

If you prefer, write to us at Customer Feedback, Corporate Complaints Team, PO Box 532, Town Hall, Manchester M60 2LA.

How we deal with complaints

The last thing we want to do is upset or annoy you, so we take any complaints we receive very seriously.

We have processes to follow to make sure that every complaint is dealt with fairly and sorted out as quickly as possible.

For most complaints we will follow a staged procedure.

Informal Stage

Where possible, a member of our team will do their best to resolve the issue for you. If you are not happy with the outcome of this, you can go through a formal complaints procedure.

Formal Stage one

Your complaint will be handled by the service you’re complaining about. If you’re not happy with the response, you can ask for it to be moved to stage two.

Formal Stage two

If you are still not happy with the outcome, your complaint will be addressed by the Corporate Complaints Team, which is independent of the service your complaint is about.

Complaints that are dealt with differently

For adults’ or children’s social care complaints, we are governed by legislation, which means we have to follow a different procedure.

In all cases we will:

- Let you know your complaint has been received within three working days, by telephone if possible
- Provide you with the name and contact details of the person dealing with your complaint
- Provide you with a full response within ten working days, or explain why it might take longer
- Advise you on how to take your complaint further if you are still unhappy with the result.

If you’d like to take things further

We really hope we are able to resolve any complaints you might have. However, if you are unhappy with the action we have taken, you may want to contact the Local Government Ombudsman.

For more information on the Local Government Ombudsman visit www.lgo.org.uk or call 0300 061 0614.