

STOKE HOLY CROSS PARISH COUNCIL

How we deal with Compliments or Complaints

If you have a complaint (or a compliment) about the Council, we would like to hear from you. This notice tells you how to complain, and what happens to your complaint on receipt. It also tells you who deals with the complaint, how you can be represented, when a decision is made and how you will be notified of this.

Feedback from our residents, whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

- to make it easy for anyone to make a complaint
- to solve problems as quickly as possible
- to prevent problems from happening again, and
- to encourage good practice

How to contact us with your compliment or complaint

You can contact the Council by telephone, in writing, or over the internet. A form is included with this leaflet which you can fill in and send back to us. This leaflet explains the procedure which will be followed once your complaint has been received. A list of contact details is also included on this leaflet.

What we will do when we hear from you

We will deal with any comments about the Council as quickly as possible. We will investigate the complaint fully. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 15 working days of us hearing from you and either give you a full answer or give you a progress report and explain why we need more time to investigate further. We will also tell you when you can expect a full answer. Your complaint will in the first instance be investigated by an officer of the Council. If you remain dissatisfied then your complaint will be dealt with by a Committee of the Council. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it won't happen again.

It will not be appropriate to deal with all complaints from members of the public under a complaints procedure. Below are examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case then we will advise you of this.

Type of conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission

Criminal activity	The Police
Member conduct	In England if the complaint relates to a failure to comply with the Code of Conduct, this must be submitted to the standards committee of the relevant principal authority (South Norfolk Council).
Employee conduct	Internal disciplinary procedure
Data Protection Breach	Information Commissioner's Office

Persistent complaints

We will do our best to answer your complaint within the terms detailed in this policy. In the unfortunate circumstance where we answer a complaint fully, but further correspondence is received on that matter one acknowledgement only will be issued.

Confidentiality

We will take care to maintain confidentiality where circumstances demand (e.g. where matters concern financial or sensitive information or where third parties are concerned). Details will only be given to those directly concerned.

How to contact us

Step 1

Telephone the Parish Clerk. The Clerk's telephone number is: 01603 339139. Ask the Parish Clerk to forward a copy of the Parish Council's complaints policy and complaints form. This can be sent to you as a hard copy or electronically. We will need to have your postal address or your e mail address to do this. You can also request this form as an electronic copy.

Briefly discuss your problem with the Parish Clerk as he may be able to redirect you to another authority, such as South Norfolk Council, who may have the responsibility for your area of concern.

Step 2

When you receive the form, complete it and return it to the Parish Clerk as a hard copy or you can forward the completed form electronically.

Our email address is: stokeholycross.pc@gmail.com

Our postal address is available upon request.

Please complete all of the form giving us as much detail as possible about the concerns that you have. If you do not do this then it could result in loss of time to resolve your concerns.

Step 3

We will get back to you within 20 days of receiving your complaint.

Dated: 28th February 2024

Review: February 2027

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COMPLAINTS FORM

Name.....

Address.....

Your e mail address.....

Your telephone number.....

Please advise the nature of your complaint i.e. your reason for complaining, if you are complaining about a Council member or Council officer please also give their name. Please also give the date when your complaint arose and any background information leading up to your complaint. You might also like to tell us what you consider should be done to resolve the matter. If you have any evidence concerning your complaint then please include this too.

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Please sign and date this form

.....
Signature

.....
Date