

BRETtenham and KILVERSTONE PARISH COUNCIL

COMPLIMENTS and COMPLAINTS POLICY and PROCEDURE

How we deal with Compliments or Complaints

If you have a complaint or a compliment about the Parish 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.

Feed back 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
- Solve problems as quickly as possible
- Prevent problems from happening again, and
- Encourage good practice

How to Contact us with your Compliment or Complaint

You can contact the Parish Council by telephone, in writing, or by email. 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 Parish Council as quickly as possible. We hope we will be able to find out what went wrong and take steps to make sure it won't happen again. We will investigate the complaint fully and may be able to give you an answer straight away, or we may need more time to investigate what you have told us. Your complaint will in the first instance be investigated by the Clerk to the Parish Council. If necessary, the Parish Council will consider how to investigate your complaint. The Parish Council may then have to consider the findings before making its response. We will contact you within 15 working days of us hearing from you and either give you a full answer, or explain that we need more time to investigate further; we will also tell you when you can expect a full answer.

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 to Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, the Council 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 Monitoring Officer of Breckland District Council who may subsequently decide to refer it to the Standards Committee of the District Council
Employee Conduct	Internal disciplinary procedure

Persistent and/or Vexatious 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. If you, persist in making the same or similar comments, the Council may declare it as vexatious and not respond further on this or closely related subjects.

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 members of staff directly concerned. You may also opt to have your complaint considered in confidence and, in either event, the Council will meet in closed session without the public present to preserve confidentiality.

How to contact us

Step 1

Contact the Parish Clerk and outline your concerns and, if you cannot access the Council's web site to obtain a copy of the Parish Council's complaints policy and complaints form, ask the Clerk to send it to you. This can be sent to you as a hard copy or electronically. We will need to have your postal address or your email address to do this.

Briefly discuss your problem with the Parish Clerk as she may be able to advise you on the way forward or redirect you to another authority, such as Norfolk County Council, who may have the responsibility for your area of concern.

Step 2

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

Our email address is: danielle.lahfe86@gmail.com and the Clerk's telephone number is: 07771317019.

Our postal address is:

**Brettenham and Kilverstone Parish Council,
59 Anne Bartholomew Road,
Thetford,
Norfolk, IP24 1TF**

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 contact you within 15 working days of receiving your complaint, either to give you an answer or to give you an update on progress.

Procedure adopted: 20 May 15

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COMPLAINTS FORM

Name.....

Address.....

Your email 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.

Please sign and date this form

.....
Signature

.....
Date