HELLESDON PARISH COUNCIL

Diamond Jubilee Lodge, Wood View Road, Hellesdon, Norwich NR6 5QB
Tel: 01603 301751 email: contact@hellesdon-pc.gov.uk www.hellesdon-pc.gov.uk

Complaints and Compliments Policy

Compliments or complaints
Whether you have a compliment or a complaint about Hellesdon Parish Council, or you simply want to comment about our meetings, facilities, services or staff, we would like to hear from you. Feed-back from the people of Hellesdon 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 Hellesdon Parish Council by telephone, in writing, over the internet or by visiting us in person. A form is included with this leaflet which you can fill in and send back to us.

What we will do when we hear from you
We will deal with any comments about Hellesdon Parish Council as soon as possible. We will make sure that your comments are directed to the right person. 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 10 working days of us hearing from you and either provide you with a full answer or 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.

Confidentiality
We will treat your complaint in confidence. Details will only be given to those members of staff directly concerned. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it does not happen again. However, please note that as a public body we are subject to the Freedom of Information Act 2000.

How to Contact Us

Telephone: (01603) 301751

Write to: The Parish Clerk
Hellesdon Parish Council
Diamond Jubilee Lodge
Wood View Road
Hellesdon, NORWICH NR6 5QB

Email: clerk@hellesdon-pc.gov.uk

Other useful contacts:

Head of Corporate Services & Monitoring Officer
Broadland District Council
The Horizon Centre,
Broadland Business Park,
Peachman Way,
Norwich
NR7 0WF

1. Hellesdon Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

3. This Complaints Procedure does not apply to:
    a. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
    b. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council and, if a complaint against a councillor is received by the council, it will be referred to the Standards Monitoring Officer of Broadland Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Broadland Council.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the

Council in advance of the meeting at which the item is to be discussed. There is also the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will delegate your complaint to the appropriate committee.
8. The Clerk or the appropriate Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Panel of the Parish Council (as appropriate) and you will be notified in writing of the outcome of the review of your original complaint.

Guidance to the Complaints Panel

When enquiring into a complaint the Panel must consider the following:

- Where the complaint concerns a member of staff, then the Grievance & Disciplinary Policy Procedure should be followed.

- Any person(s) who may be able to provide information to substantiate the complaint or otherwise should be interviewed and asked for their recollection. Such information may be verbal or in writing.

- The Panel may wish to illicit further information from the complainant and may offer the complainant the opportunity of further discussion on the content of the complaint.

- The members of the Panel must record the time and date when the complainant, the person(s) complained of or witnesses were asked to comment.

Hellesdon Parish Council **CONFIDENTIAL**

Compliments and Complaints Form **Date Received _____ Ref No _____**

Your Name						
How do you want to be contacted?	**Email**		**Letter**		**Phone**	
Your contact details –						
If you would prefer to be contacted by telephone, please tell us the best time to contact you						
Please give details of your compliment or complaint – **If necessary, please continue over the page**						
Have you spoken to, emailed or written to anyone at the Council? Yes / No **If yes, please give their name -**						
What happened as a result of this contact?						
What outcome are you looking for (i.e. what would be the best way for the Council to resolve your complaint)?						
Please note that complaints will be treated in the strictest confidence where possible, but as a public body we are subject to the Freedom of Information Act 2000. The names of those making a complaint and details of the complaint will only be disclosed to those members of staff needing to know for the purposes of the investigation. The Parish Clerk may also inform the Chairman and / or the Vice-Chairman and, in the case of a staff related complaint the Staffing Committee may be informed. ***Please return this form to the Parish Clerk, Hellesdon Parish Council, Diamond Jubilee Lodge, Wood View Road, Hellesdon, Norwich NR6 5QB or email clerk@hellesdon-pc.org.uk***						