

ECKINGTON PARISH COUNCIL
Complaints Policy – September 2019

Make a compliment, comment or a complaint

Eckington Parish Council strives to provide the best possible service to the parish of Eckington. However, things can and do go wrong. When this happens please tell us and give us the chance to put things right.

We also welcome your comments as they can highlight gaps or weaknesses in the services we provide, and like everyone we are pleased to be complimented if we have done a good job!

We will consider any complaints which relate to the services we provide but complaints about councillor behaviour should be addressed to the Monitoring Officer of Wychavon District Council.

What can you expect from us?

- your representation will be acknowledged within 10 working days
- you will be given the name and number of the person dealing with your representation
- you will receive a full written response and we will keep you informed of progress
- you will be treated fairly and courteously
- your complaint will be treated confidentially
- we will not discriminate against you in the future because you have complained
- the Council will always try to put things right
- we will use information gathered from complaints to improve our services in the future
- complaints made one year after the event complained about may not be accepted for investigation
- complaints which are repetitive or aggressive may be regarded as vexatious

How can you make a complaint?

Stage 1

- the first thing to do is to write to or email the clerk or councillor of choice setting out the reasons for your complaint and what can be reasonably done to address the problem
- the complaint will be passed to the clerk, or council, for further action depending on the seriousness of the complaint; it will be acknowledged

within 7 working days and you will receive a full, written explanation within 20 working days, or, if this is impossible, you will be given an alternative date

- if at this stage you are still unhappy you can ask for the complaint to be passed onto the stage 2 process

Stage 2

- if appropriate, the complaint will be investigated by a complaints panel comprising 3 councillors

if after this you are dissatisfied with the Council's response to your complaint you can go to the Local Government Ombudsman, there is an online form for completion at:

<https://www.lgo.org.uk>