



# BITTON PARISH COUNCIL

[www.bittonparishcouncil.co.uk](http://www.bittonparishcouncil.co.uk)

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## COMPLIMENTS, SUGGESTIONS AND COMPLAINTS PROCEDURE

Our compliments, suggestions and complaints procedure makes sure you have the opportunity to share with us any areas in which you feel we have done well, help us to improve and let us know if you are dissatisfied.

Bitton Parish Council is pleased to receive feedback when you feel it has achieved well. Staff should know when their hard work is appreciated. We also welcome suggestions for any areas in which you think can be improved. This will enable services to be provided that is suitable for parishioners. If you want to share a compliment or suggestion, please contact the Parish Council.

With regard to any complaints you may have, the member of staff who you deal with on a day to day basis, should be the person who initially receives your concern, as they are in the best position to resolve it. You should complain if you honestly believe the Council has done something the wrong way, done something it should not have done or failed to do something it should have done.

The Parish Council takes concerns seriously. The named person who takes responsibility for any complaints is the Clerk of the Council who will make the decision to refer the complaint to the statutory authorities for investigation if necessary. If you feel they are unable to help you, please write directly to the Chairman of the Parish Council particularly if the complaint is about the Clerk. In the following process, if the complaint is about the Clerk, the Chairman will lead the investigation process.

### **Stage 1**

It is the aim to resolve any issues you may have as quickly as possible. When the Clerk of the Council receives your complaint, they will write to you to acknowledge it and to let you know when you can expect a response. The letter will also include how the complaint will be investigated. We hope to provide a full response within 10 working days. If this proves to be different, the investigating officer will write or phone you to tell you why and give you a new date.

Once a decision has been made the Clerk of the Council will write to you. If your complaint has been upheld, there will be an apology and let you know what has been done to put right what went wrong. You will also be told what has been done to prevent the same issue happening again.

### **Stage 2**

If you remain dissatisfied, you can ask for your complaint to be fully investigated by the Chairman and a member of the Parish Council. This request should be in writing and within two weeks of the letter sent to you giving the decision. Please include reasons why you are dissatisfied and what action you would like taken to resolve the complaint.

The Chairman and a further Councillor elected by the Chair will complete their own investigation and write to you as soon as possible. The letter will include how they investigated the complaint and their decision. The Chairman of the Parish Council will phone you to discuss if necessary.

### **Stage 3**

If you are still dissatisfied, you can request your complaint to be escalated. A panel of three members (Councillors) who have no previous knowledge of the complaint will be convened within 30 working days of receipt of your request. The members will speak to both you and the investigating officers during the panel hearing to establish the best course of action. They will write to you when their investigations are complete.

The Parish Council will not deal with a further complaint from the same complainant whilst we are dealing with the original complaint.

Bitton Parish Council recognises that it can be difficult for people to make a complaint, but please feel re-assured that it will take any concerns seriously and endeavour to rectify them promptly.