

UPPER SHERINGHAM 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 make a complaint, 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, who we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

- To make it easy for someone 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 will explain 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 straightaway, 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 in the first instance will 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 we will advise you of this.

Type

Financial irregularity

Refer To

Local electors statutory right to object to Council's audit of accounts pursuant to s16 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 referred to the standards committee of the relevant principal authority (NNDC)
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 (eg 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.

How to Contact Us

Step 1

Telephone the Parish Clerk. The Clerk's telephone number is: 01263 514559. 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.

Briefly discuss your problem with the Parish Clerk as he/she may be able to direct you to another authority, such as District 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.

The email address is uppersheringhampc@gmail.com

The postal address is 23, Central Road, Cromer. NR27 9BW

Please complete all of the form giving 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 15 days of receiving your complaint.

Adopted 4th July 2019

Reviewed November 2022