

# WYMONDHAM TOWN COUNCIL

## COMMENTS & COMPLAINTS PROCEDURE

### Introduction

Wymondham Town Council wants to provide excellent quality services for the residents of Wymondham. But things can sometimes go wrong. If they do, we need to know so we can put them right and learn from them.

The Town Council sees all customer comments and feedback as a good way of evaluating its services. Complaints and comments are an important part of this process and help us to learn and develop. The Town Council aims to use this information to help drive improvements forward.

### Equalities

The Town Council aims to ensure that all written communication and forms are clear, concise, simple to understand, jargon-free and available in alternative languages, larger print and Braille if required.

Wymondham Town Council is committed to the removal of all barriers preventing access to our services arising from ethnicity, religion, special needs, language differences, learning difficulties, sexual orientation, gender, age, or disability.

### Our Promises to you

- You will receive a prompt, courteous and efficient service;
- You can expect a full and fair investigation of your comment or complaint;
- We will be happy to explain procedures to you if you are unsure about anything;
- Your confidentiality will be respected at all times;
- Your personal information will be kept in line with Data Protection;
- You will be kept informed of progress and the outcome of your complaint, as outlined below;
- We will make it easy for customers or those acting on their behalf to make a complaint or pass on comments about a service;
- We will try to resolve complaints, put things right where appropriate and take any action necessary to prevent recurrence as soon as practicable;
- We will monitor comments and complaints and provide feedback to Service Heads and Members so that trends are highlighted and can be taken into account when decisions are made.

### What is a complaint?

A complaint is an expression of dissatisfaction with a response, a lack of response, the standard of service you have received or disrespect from a council employee that cannot be resolved through the normal day to day operational processes of the service involved.

A complaint can only relate to a service that the Council already provides. It can not relate to requests for new services or services provided by other local authorities. However, information

provided may highlight gaps in service provision that may be relevant to future consideration and should be recorded and actioned as a comment.

The following list is a guide to the range of complaints which are covered by this Complaints Policy:

- Failure to provide a service or to achieve an acceptable standard.
- Issues regarding the attitude of staff and or their actions, or lack of actions.
- Dissatisfaction with the manner in which council policy and procedure has been carried out.
- Discrimination.

### **What is not a complaint?**

The following are excluded from this Complaints Policy:

- A request for service
- A request for information or an explanation
- An insurance claim against the Council
- Criticism of Council policy
- A matter which is, or may be, the subject of court or tribunal proceedings

### **Compliments and Comments**

Compliments - Thanking the Town Council for something done, or done particularly well.

Comments - We recognise that sometimes members of the public simply want to register a comment about a council service, and do not wish to pursue a complaint. In this case we will ensure a record of the comment is maintained and appropriate action is taken on the comment. Where compliments/comments are received by the Council an acknowledgement will be communicated within 3 working days. They will be forwarded to the appropriate Service Manager or Officer.

### **What do I do if I am unhappy with one of your services?**

You can complete the complaints form on the following page. We will send you an acknowledgement and inform you who is dealing with your complaint within three working days of receiving your completed complaint form.

Alternatively you can write to the Council giving full details of your complaint.

There are two stages to the council's complaints procedure:

#### **Stage One**

Your complaint will be acknowledged within three working days of contacting us and forwarded to the Town Clerk who will investigate your complaint and reply to you within ten working days.

If you are unhappy with the Town Clerk's reply you can appeal to the Chairman of the Council, which leads to Stage Two.

## **Stage Two**

Your appeal to the Chairman of the Council will be acknowledged within three working days of you contacting us. The Chairman and/or a designated councillor will investigate your complaint.

They will be independent of the service you are complaining about, and will send you a report of the investigation within twenty five working days.

The decision of the Chairman is final and there is no further appeal process for Town and Parish Councils.

### **How do we make sure everyone is treated fairly?**

We recognise and value all of the people in Wymondham and want to make sure that everyone can use the complaints system. We want to make sure we treat you fairly when making any complaint about us.

To help us treat you fairly we ask you to tell us your basic personal information to determine if, you have special requirements. If you are using the complaint form, these questions are included although not compulsory.

The information you give is confidential. We only use it to check that we treat all groups of people fairly and we do not discriminate against you.

If part of your complaint is about equal opportunities or discrimination, please tell us. We will make sure we look into that for you.

### **Vexatious/Repetitive Complaints**

The Council may choose to give a decision on a complaint, without a formal investigation, where it considers the complaint to be deliberately vexatious or repetitive.

### **How can I complain?**

You can complete the complaints form (see below) giving us full details of the service you are complaining about.

If you would like to talk to someone or send a written complaint by post and are unsure who to contact please telephone the Council Offices on 01953 603302 where someone will be able to assist you.

## COMMENTS AND COMPLAINT FORM

### YOUR CONTACT DETAILS

Name

Address

Postcode

Telephone No.

E-mail address

### ABOUT YOU (VOLUNTARY INFORMATION)

Male / Female \_\_\_\_\_ Do you have a disability? YES / NO

Age

Under 12  20-29  40-49  Over 60   
 12-19  30-39  50-59

**What is your ethnic group ?**

Asian British	<input type="checkbox"/>	Mixed White and Asian	<input type="checkbox"/>
Asian Bangladeshi	<input type="checkbox"/>	Mixed White and Black	<input type="checkbox"/>
Asian Indian	<input type="checkbox"/>	Mixed Asian and Black	<input type="checkbox"/>
Asian Pakistani	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Black African	<input type="checkbox"/>	White Irish	<input type="checkbox"/>
Black British	<input type="checkbox"/>	White British	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Other	<input type="checkbox"/>

### DETAILS OF YOUR COMMENT OR COMPLAINT

**Which service are you contacting us about?**

Ketts Park	<input type="checkbox"/>	Open Spaces	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	Markets	<input type="checkbox"/>
Allotments	<input type="checkbox"/>	Other	<input type="checkbox"/>
Tourist Information Centre	<input type="checkbox"/>		

**What is your comment or complaint?**  
 sheet if necessary.

**Please provide details and continue on separate**