**AYLMERTON PARISH COUNCIL**

**How we deal with Comments & Complaints**

This document tells you how to complain, and what happens to your complaint on receipt. It also tells you who deals with the complaint, how long it will take for a decision to be made and how you will be notified of this.

**How to contact us with your comments or complaint**

You can contact the Council by telephone, in writing, or by email. A form is included with this leaflet which you can fill in and send back to us. This document explains the procedure which will be followed once your complaint has been received.

**What we will do when we hear from you**

We will deal with any complaint about the Council as quickly as possible. We will investigate the complaint fully. 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 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 will be investigated by the council. 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 then we will advise you of this.

|  |  |
| --- | --- |
| Type of conduct | Refer to |
| **Financial irregularity**  | **Local elector’s statutory right to object Council’s audit of accounts pursuant to s.16 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 submitted to the standards committee of the relevant principal authority(NNDC).**  |
|  |  |

**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. If we continue to receive complaints from the same individual or family we will treat these complaints as vexatious and they will be managed accordingly.

**Confidentiality**

We will take care to maintain confidentiality where circumstances demand (e.g. 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: 07788 459245 or email aylmertonparishcouncil@gmail.com 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.

You can also request this form as an electronic copy.

Briefly discuss your problem with the Parish Clerk as she may be able to redirect you to another authority 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.

Our email address is: aylmertonparishcouncil@gmail.com

Our postal address is: Unit 1B, Cromer Business Park, Middlebrook Way, Cromer, NR27 9JR

Please complete all of the form giving us 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. Please do not use the form for multiple complaints, each complaint must be logged separately.

**Step 3**

We will get back to you within 15 days of receiving your complaint.

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**COMPLAINTS FORM**

Name…………………………………………………………………………………

Address………………………………………………………………………………

Your e mail address………………………………………………………………..

Your telephone number……………………………………………………………

Please advise the nature of your complaint i.e. your reason for complaining, if you are complaining about a council member or council officer please also give their name. Please also give the date when your complaint arose and any background information leading up to your complaint. You might also like to tell us what you consider should be done to resolve the matter. If you have any evidence concerning your complaint then please include this too.

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Please sign and date this form

……………………………………………. ……………….

Signature Date