



Totton & Eling Town Council

**COMPLAINTS
PROCEDURE**

TOTTON AND ELING TOWN COUNCIL

How to Complain

This leaflet gives details of the Town Council's complaints procedure.

The Town Council aims to provide the best possible service to its customers who are the people and organisations who make up the community of Totton and Eling.

Although, of course, it will not always be possible to meet every individual request, our responses should be helpful, positive and efficient.

A complaint could be regarded as:

- 1) the Council has not done something it has a duty to do or normally does.
- 2) the Council has done something it has no right to do or does not normally do as a matter of established practice.
- 3) the conduct or behaviour of an Officer is unsatisfactory.
- 4) established levels of service delivery are not attained.
- 5) an adopted and known procedure is not followed.

HOW YOUR COMPLAINT WILL BE DEALT WITH

If you consider there is a matter on which you wish to complain you should follow the following procedure set out below.

Write to the address shown at the bottom of the following page and, if possible, on the special attached complaint form. In any circumstance the Council agrees to acknowledge your complaint within four working days and to reply fully to your complaint within twenty working days. If any unavoidable delay occurs the complainant will always be notified accordingly.

If you are dissatisfied with the answer write to the Council's Town Clerk quoting the reference given to you on your reply.

If you are still dissatisfied, contact one of your local Councillors (names and addresses available from the Town Council Offices).

If you are still dissatisfied write to the Council's Town Clerk asking for your complaint to be referred to a panel of Town Councillors.

Should your complaint be against an individual Member of the Council carrying out constituency duties, please write to the Town Clerk and the matter will be referred to the National Standards Board.

For your information, Town Councillors will receive reports of complaints received regularly during the year and will aim to use that information to improve services, assist with quality control and try and identify trends that need attention.

For more information please contact:

Town Clerk
Totton & Eling Town Council,
Civic Centre,
Totton,
Hants. S040 3AP.

Telephone No. 023 8086 3138

NOTIFICATION OF A COMPLAINT

The Totton and Eling Town Council want local residents to know that they treat all complaints received very seriously. Your complaint will be acknowledged within 5 working days and then be investigated by a Senior Officer, who will reply in full to your complaint not later than 20 working days after its receipt.

If you wish to contact this officer within that time, please quote the reference given on the acknowledgement. During the investigation you may be requested to supply further details of your complaint.

If you are not satisfied with the reply, you should write, giving your reasons, to myself quoting the reference number of the complaint. If the Town Clerk judges any complaint to be of a frivolous or malicious nature she will refer the matter to the next Policy & Resources Committee for decision on the best way of dealing with the complaint. If you are unhappy with the response from the Town Clerk, a Complaints Panel will be appointed as soon as possible to consider the complaint.

Town Clerk
Totton and Eling Town Council
Civic Centre
Totton
Hants SO40 3AP

COMPLAINTS FORM – A separate form must be used for each complaint

Please print

Name:

Address:

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Day Time Telephone No.

Date Complaint Occurred:

Description of Complaint: *(Please give as much detail as possible and continue on another sheet if necessary)*

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Signed: Date:

Please attach any explanatory documents and return this form to:

Totton & Eling Town Council (Complaints)
Civic Centre, Totton, Hants SO40 3AP

FOR OFFICE USE ONLY

Date Received	Date Acknowledged	Date Reply Sent	Contact Officer Ref. No.
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Informed NFDC / HCC

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