

UCKFIELD TOWN COUNCIL



COMPLAINTS POLICY

| Policy Number 17 | | |
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| Issue No. | Date completed | Details of amendments |
| 1 | 25.03.08 | GP.065.03.08 |
| 2 | 03.10.16 | GP – General Review of Policy |
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1.0 AIMS

- 1.1 Uckfield Town Council is committed to the provision of quality services in accordance with the needs and expectations of its customers.
- 1.2 The Council recognises the value of customer opinion and its contribution to the processes of policy formulation and service delivery.
- 1.3 In support of this principle, the Council will work to the following customer complaints policy.

2.0 OBJECTIVES

1. To provide the Council's customers with the best possible service;
2. To resolve complaints immediately;
3. To provide the Council's customers with an effective and efficient means of resolving dissatisfaction with the services provided by the Council;
4. To provide a clear procedure for dealing with complaints;
5. To communicate effectively with a complainant throughout the complaints procedures;
6. To review complaints procedures with a view to learning from our mistakes and ascertaining ways to improve our services to meet the needs of the customers;
7. To provide a way of rectifying injustice whenever possible;
8. To provide a way of monitoring information on customer complaints and ways of reviewing the services;
9. To ensure that customers are aware of how to complain and to whom.

3.0 HOW TO MAKE A COMPLAINT:

3.1 Informal

If members of the public have any queries or concerns they should be encouraged to speak to Council staff at the time. Council staff will do their best to assist the individual and resolve any dispute. Where necessary or appropriate, the individual can be referred to the Council Offices for further assistance.

3.2 Formal

If the customer/individual is still unhappy they may submit a formal complaint in writing, by fax, by email, by telephone or in person to the Town Clerk.

Complaints by letter, fax, and email should contain the complainants name, address and telephone number. Complaints by email should state if a reply by email is required.

The Town Clerk will acknowledge the receipt of complaint within two working days and will respond to the complaint in full within 15 working days. Where it is not possible to respond in full within this period, due to the need to conduct internal enquiries, the complainant will be informed of that situation within 15 days and every five days thereafter.

Should it be necessary, a meeting with the complainant will be set up to further discuss the complaint and gain fuller information pertaining to the complaint.

In addition, the Council aims to resolve 90% of complaints received within these 15 days.

4.0 REVIEW PANEL

If a complainant continues to be dissatisfied with the response, they can request a review by a panel. The panel to comprise of three Councillors from the appropriate Committee. The complaint should again be investigated within 15 days and a response given.

5.0 FULL COUNCIL REVIEW

If after this stage the complainant is still unhappy, they can request a further and final review by the Full Council. The complainant should be informed of the date of the next Full Council meeting and be advised that their complaint will be discussed at that meeting. The decision of the Full Council will be final.

6.0 FURTHER GUIDANCE NOTES

In the event that a complaint is made against the Town Clerk, the complainant should be advised to put their complaint in writing to the Town Mayor.

In the event that a complaint is made against a Councillor, the complainant should be directed to the Code of Conduct adopted by the Town Council.