Wrockwardine Wood & Trench Parish Council

Complaints Policy

Wrockwardine Wood & Trench Parish Council is committed to providing a high-quality service to everyone who live in or visit the area. The Parish Council are working continually to improve its services by listening and responding positively to any comments or complaints that are received and by endeavouring to correct mistakes.

The Council has adopted a standard procedure to provide a transparent, fair and confidential process for dealing with complaints made about the administration of the council or its procedures.

What is a Complaint?

Complaint may fall into different categories: -

- The attitude of an employee of the council
- Failure to provide service to an acceptable standard
- Delay in responding to an enquiry or a request for service
- Failure to follow the Council's policies, rules or procedures
- Not making the best use of Council's resources
- A risk concerning health and safety issues.

Complaints against Parish Councillors should be sent to the Monitoring Officer, Telford & Wrekin Council. Write to the Monitoring Officer, Telford & Wrekin Council, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT or alternatively by e-mail to jonathan.eatough@telford.gov.uk

What is Not a Complaint?

- The first request for action or a service
- A review request under the Freedom of Information or where a formal statutory process already exists
- A claim or contractual dispute with the Council

How Can Complaints be Made?

The Council encourages anybody who has a concern to speak to a member of staff. If the problem can be solved in this way, then there is no need for the issue to go through the formal process. However, if the complaint cannot be dealt with immediately or you wish to have a formal response then the complaint should be put in writing. This helps us to be clear about the problem and also allows us to keep a record of the points raised.

All comments by letter or email should be addressed to: -

The Clerk. Wrockwardine Wood & Trench Parish Council, Church Road, Wrockwardine Wood, Telford TF2 7AH

Clerk@wrockwardinewoodandtrench-pc.co.uk

When Can a Complaint be Made?

It is easier to investigate what happened and to put things right if a complaint is received soon after the problem occurred. As time passes it becomes more difficult to investigate events fully and fairly. Therefore, the Council will normally only accept complaints made within 30 days of the incident occurring.

Complaint Procedures

On receipt of a written complaint, the Clerk will carry out an investigation and respond to the complainant within 14 days.

We hope that the complaint will be resolved to everybody's satisfaction. However, if you are dissatisfied with the Clerk's findings and you wish to escalate the complaint to the next stage you should reply in writing within 20 days explaining why you are not satisfied and address your correspondence to the Chair of the Parish Council.

The Chair will carry out a further investigation and will give a written response within 14 days. Should you remain dissatisfied you have the right to have the complaint referred to a Complaints Committee consisting of 3 Parish Councillors and you will be offered the opportunity to present your case to the Committee. If the result is still not to your satisfaction your options are: -

- To contact your local Borough Councillor who can give advice or who may be able to handle the complaint on your behalf
- The Local Government Ombudsman, who acts as an independent referee in disputes between individuals and their local councils. The ombudsman in an independent national service that investigates complaints against councils. It can only deal with cases of possible maladministration and in general will only investigate a complaint after you have been through the Council's complaints procedure.

Anonymous Complaints

Anonymous complaints may be dismissed at the discretion of the council according to the type and seriousness of the allegation.

Unreasonable and Vexatious Complaints

There may be circumstances when a complainant persists in wishing to proceed when there is clearly no reasonable basis to do so, or when the Council has already taken reasonable action in response. The Council may decide that no further action can be taken and inform the complainant so, making it clear that only new and substantive issues will merit a response.

Complainant Rights

Complainants have the right to confidentiality, to receive an apology if the complaint is upheld and to be informed of any changes to council policy or procedures arising from the complaint.

Reviewed by Full Council on: ……

Signed by Chairman…….