

WEST BLETCHLEY COUNCIL

COMPLAINT HANDLING PROCEDURES

General

These procedures relate to all complaints received by West Bletchley Council which relate directly to those matters that are the responsibility of West Bletchley Council, its Members or staff.

West Bletchley Council resolves to deal with all complaints received, promptly and efficiently, in accordance with the agreed timetable, whether the complaint is received orally or in writing.

Complaints

Complaints should be dealt with at the time they are made, whether they are made to a Councillor or member of staff. The person receiving the complaint will ensure that they have fully understood the basis for the complaint, consider all relevant information and/or background, responding appropriately to the complainant, at the time *in respect of oral complaints or within 7 days of receipt for email or other written complaints*.

If the complaint is not resolved satisfactorily at this stage, the complainant should be advised to submit the complaint, in writing, to the Clerk to the Council at the offices of West Bletchley Council.

Unresolved Complaints

All *unresolved* complaints to West Bletchley Council should be *made in writing and* addressed to the Clerk to the Council at the Council offices. The only exception will be when the complaint relates to the Clerk to the Council, when the complaint should be addressed to the Chair of the Council at the council offices.

A written acknowledgement of receipt will be sent in writing, to the complainant, within 7 working days of receipt at the Council office.

The Clerk to the Council (*or Chair of the Council, where appropriate*) will respond to the complaint, in writing, within 21 working days, having considered all aspects of the complaint, all relevant information and/or background. The response will incorporate the Council's formal response to the complaint and, where deemed necessary, an explanation of the decisions taken and any further actions.

Should the complaint not be resolved, at this point, the complainant can appeal in writing to the Chair of the Council at the Council offices. The letter of appeal will be acknowledged to the complainant, in writing, within 7 working days. The appeal will be considered by the Chair of the Council, together with the Chair of the Council's Finance and General Purposes Committee, who will determine the Council's final formal response. The final formal response will be sent, in writing, to the complainant, within 21 working days.

September 2013

Reviewed August 2017