

Clifton Hampden and Burcot Parish Council complaints policy

Overview

A complaint can be defined as an expression of dissatisfaction about the council's action or lack of action

The Parish Council welcomes feedback from its parishioners. This document explains how we act upon this feedback.

This policy deals with complaints and suggestions for improvement.

We want to make sure that:

- we hear people's views and experiences.
- we learn from complaints.
- there are simple and effective ways for people to make a complaint.
- we deal with complaints fairly and consistently.
- people who send us a complaint get a full response
- we encourage an open and transparent environment that people trust and engage with. **Six principles of successful complaint handling**

Our approach is built on six principles for successful complaint handling, as recommended by the Local Government & Social Care Ombudsman.

1. **Accessibility:** the complaints. process will be well publicised and we will ensure that it is understood by both staff and customers.
2. **Communication:** there will be early contact with the person making the complaint.
3. **Fairness:** the organisation will deal with complaints in an impartial, open and honest way and the response will be proportionate to the complaint made.
4. **Timeliness:** the organisation will aim to deal with complaints in a timely manner.
5. **Credibility:** we will manage the complaints system effectively.
6. **Accountability:** where possible we will provide clear and open information.

To complain Email: cleratcliftonhampden@gmail.com

(The Clerk is contracted to work 4 hours a week and response will be in accordance with the current work schedule.)