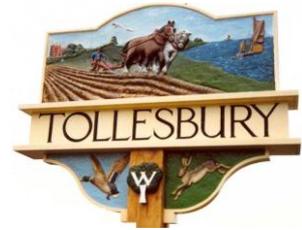


# TOLLESBURY PARISH COUNCIL



**Tollesbury Parish Council**  
**4 Valkyrie Close**  
**Tollesbury**  
**Essex CM9 8SL**

[www.essexinfo.net/tollesbury-parish-council](http://www.essexinfo.net/tollesbury-parish-council)

## ***Complaints Procedure***

Let us know.....

We're listening .....

Our service promise to you

At Tollesbury Parish Council, we want to ensure that all those who come into contact with us are dealt with efficiently, with courtesy and understanding. We are totally committed to giving you high quality services and the Council and staff work hard to achieve this. We therefore would like to hear what you have to say.

It would help us to know when you feel we have done particularly well in any area of our service delivery and any suggestions you have for how we could do better. This will help us to build on what we are doing and make improvements.

Even though we always try to do our best, sometimes things can go wrong and our services do not meet the standards you expect. When this happens we would like to hear from you so that we can put things right and prevent things from happening again.

Your comments and suggestions will help us improve our services.

### **Compliments and Suggestions**

We always welcome compliments and suggestions. We log and monitor comments to help us put together a picture each year of where and how you think we have done particularly well, and how you think we might improve. This allows us to build on our good practice and continue improving the quality of our services.

### **Complaints**

A complaint will usually be about something you think we have done the wrong way, something we should not have done, or something we failed to do.

So, how do I complain?

Should you wish to make a comment or complaint, please follow the steps below – it is best if you pursue your own case in the order outlined.

Informal Stage - talk to the Clerk first

By talking initially to the Clerk regarding your grievance, you are already in contact with the person who will immediately understand the nature of your complaint. Most problems are dealt with at this stage and brought to a satisfactory conclusion.

Stage 1

Complaints may be made by letter, fax, e-mail, telephone, in person or by using the special form available from the Clerk. The Clerk of the Council will let you have a written response within seven working days of receiving your complaint.

The investigation may take longer than 7 working days. If this is the case we will let you know the reason for the delay and let you know when you will receive a response.

Stage 2

If you are not satisfied with the way in which your complaint was handled or the decision that was made, you should let us know by writing to the Chairperson of the Council. In the letter you should let us know why you were not satisfied with either the way we handled your complaint at Stage 1 or the response we gave you. The Chairperson will review the Stage 1 investigation and you will hear from him/her within seven working days of receiving your letter.

The purpose of Stage 2 is to ensure that everything you raised in your original complaint has been looked at in detail and correctly addressed and, if not, to make sure that this now happens. The investigation may take longer than 7 working days. If this is the case we will let you know the reason for the delay and let you know when you will receive a response. If you are still not satisfied with the response you can ask for a further investigation, see Stage 3.

Stage 3

You should write to the Chairperson of the Council asking for a further review of your complaint. In the letter you should let us know why you were not satisfied with either the way we handled your complaint at Stage 1 or Stage 2, or the responses we gave you. The Full Council will review the responses given to you at Stages 1 and 2 and make any further enquiries and investigations that are necessary, in order to provide a response within seven working days. The investigation may take longer than 7 working days. If this is the case we will let you know the reason for the delay and let you know when you will receive a response.

If you ask us to deal with an issue that does not fall within our complaints procedure we will let you know what other options may be available to you. If you have difficulties in making a complaint or receiving a response at any stage of the procedure we will be pleased to help you in any way we can. Please call 01621 869039 for assistance.