



Bridgwater Town Council

Adopted by the Council at its Meeting held on

COMPLAINTS PROCEDURE

FOR USE IN COMPLAINTS AGAINST THE COUNCIL

The following procedure has been adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.

This procedure does not cover complaints about the conduct of a Member of the Town Council. Such complaints should be made through Sedgemoor District Council.

Complaints procedure

Bridgwater Town Council are committed to providing a high-quality service and, although most of the time our services are delivered to this high standard, we understand that occasionally things do go wrong.

We welcome feedback from all our customers and complaints are a valuable source of information. They help us to improve our services, put things right when they have gone wrong and to learn from our mistakes in the future.

What is a Complaint?

We define a complaint as "an expression of dissatisfaction about the standard of the service, actions or lack of action by the council, affecting an individual customer or group of customers".

This may include failure to deliver a service, repeated delays in providing a service, an unsatisfactory level of a service, the behaviour of a member of staff or the failure to follow council policy or legal requirements.

What happens when I make a complaint?

We treat all formal complaints very seriously. They are recorded, reported on and dealt within 2 stages.

Stage 1

A member of staff for the area of service delivery will receive your complaint. They will discuss the issue with any colleagues involved and may be in contact with you if they need any further information. If they feel that the complaint would be better dealt with by someone else, for example the Town Clerk if the complaint is relating to policy or if the complaint is about an individual member of staff, then it will be passed on to be resolved.

We aim to get back to you within 10 working days, however, we will keep you informed if our investigation needs to take a little bit longer or needs to be dealt with in a different way.

Stage 2

If you are not satisfied with our response or resolution, let us know. Your complaint will be passed to the Council's Complaints sub-committee to review. They will be impartial and not have been involved in Stage 1. They check that everything has been investigated and review the evidence. They will decide to uphold or dismiss the complaint.

This is the final stage. Town and Parish Councils are not subject to the Local Government Ombudsman.

How to make a complaint

Please email your complaint to office@bridgwater-tc.gov.uk or call 01278 427692.

We will require:

- *Nature of the complaint (i.e. service delivery, council decision etc.)
- *Is it about a member of staff? If yes, the name of staff or description
- *Is this first complaint raised on this specific matter?
- *Details of the complaint (as much information as possible)
- *What would you like done about the complaint?

*Please note, we require this information, otherwise your complaint cannot proceed.

You can remain anonymous for this complaint but this means we will be unable to contact you. If you wish to be contacted and informed of the progress of your complaint please provide your Name and contact details.