

SOUTHMINSTER PARISH COUNCIL

New Parish Room, Queenborough Road, Southminster, Essex. CM0 7AB

Tel: 01621 773868

Fax: 01621 773868

E-mail: southminsterpc@yahoo.co.uk

Website: www.essexinfo.net/southminster-parish-council

Complaints Procedure

(February 2020)

Our service promise to you

At Southminster 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 in March 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.

“Creating a Parish which takes pride in itself”

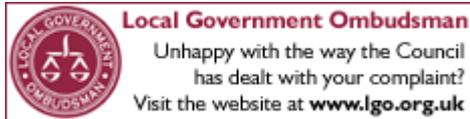
If you ask us to deal with an issue that does not fall within our complaints procedure we will let you know what other options may be available to you. If you have difficulties in making a complaint or receiving a response at any stage of the procedure we will be pleased to help you in any way we can. Please call 01621 783868 for assistance

Local Government Ombudsman

If you are not satisfied with the way the Council has handled your complaint, you can contact the Local Government Ombudsman. The Ombudsman is an independent government-appointed

representative who will act as an impartial investigator. The Ombudsman will usually advise that you, the complainant should have gone through the Council's 3 stages before he will investigate.

The service is free (and confidential) and is fully described in a separate leaflet entitled "How to complain to the Local Government Ombudsman". Copies of this leaflet are available free of charge from the Maldon District Council reception area, or write to:



The Local Government Ombudsman is an independent person who investigates allegations of maladministration causing injustice to the person who has complained. The Ombudsman investigates complaints about most council matters including housing, planning, education, social services, and council tax. The Ombudsman who deals with this Council is at:

**10th Floor,
Millbank Tower,
Millbank,
London
SW1P 4QP**

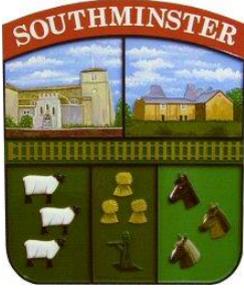
**Telephone: 020 7217 4620
Fax: 020 7217 4621**

The Local Government Ombudsman has a leaflet called *Complaint about the Council? How to complain to the Local Government Ombudsman*. You can get a copy by telephoning or writing to the address above, or you can download it from the Ombudsman's website.

If you have an enquiry about the Local Government Ombudsman's service you can telephone their **Adviceline** on **0845 602 1983**.

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07-07-09	Adopted document
08-07-24	Revised heading only
16-07-11	Reviewed and added the Complaint Form. (pcm 16/052)
17-12-18	Reviewed (pcm 17/182)
25-02-2020	Reviewed (pcm 20/027)
19-07-2021	Reviewed (21/128)



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Complaint form

You are encouraged to fill in this form and return it to the address at the bottom of the form. Please help us to help you by giving as much information as you can. Continue on a separate sheet if there is not enough space on this form.

Please tick the appropriate circles

1 Your details

Mr Mrs Miss/Ms Other (please state) _____

First name (BLOCK letters) _____

Surname (BLOCK letters) _____

(Your details will not be given to the public or press)

Your address _____

Postcode _____

Daytime telephone no _____

Evening telephone no _____

Email address _____

2. Your complaint

Which section or service of Southminster Parish Council do you have a complaint about? -----

What do you think we have done wrong or failed to do? (It would be helpful, although not essential, if you could include dates and names of officers who have been dealing with this matter)

3. Background to your complaint

Have you already complained to the Council? Yes No

If yes -

(a) what is the name and job title (if known) of the person you complained to? -----

(b) on what date did you complain? -----

(c) was your complaint made in writing? Yes No

(d) have you received a written reply? Yes No

Have you complained, in writing, to a councillor? Yes No

If yes -

(a) what is the name of the councillor you wrote to? -----

(b) on what date did you write? -----

