



SOUTHMINSTER PARISH COUNCIL

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Service Promise & Complaints Procedure

(June 2007)

To reinforce our commitment to quality, we have set the following corporate standards:

- Courteous, polite and helpful staff will be on hand at all times during opening hours.
- Telephones will be answered promptly, with no long waiting periods.
- All letters will receive a response within seven working days.
- Staff who deal face-to-face with the public will receive special training and briefings on customer care.
- There must be equality of access to all our services, regardless of age, sex, sexuality, race, disability, religion or income.
- All service users will have access to Council Members and Staff.
- The Council Office will be open and available at the published times.

We want to know

If you feel we have let you down on any of the above standards, or you are dissatisfied with any of our services, then we want to know about it. Our Complaints Procedure strives to deal with any problems quickly and make sure we continue to improve.

Our complaints' procedure has been designed to ensure that it is easy for you to **express your views** and for all complaints to be handled in a prompt, fair and efficient manner.

Complaining to Southminster Parish Council

At Southminster Parish Council, we are committed to providing the most efficient and effective services possible. Sometimes things can go wrong and it is important that you tell us when this happens, so that we can **put things right** and do things **better** next time.

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. You should contact us within 12 months of the event, giving rise to your complaint occurring, otherwise we may not be able to help you.

How to Complain

Further details of our procedure and a copy of the complaint form are available from the Clerk.

Local Government Ombudsman

If you are unhappy with the way in which we have dealt with your complaint, you can contact the Local Government Ombudsman (See The Clerk for details)

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Adopted on 9th July 2007

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