

Complaints Policy and Procedures

Great Bedwyn Council aims to provide people living and working in Great Bedwyn, and anyone else using our services, with the best experience possible within the resources available to us.

If at any time, however, any member of the public feels that the quality or level of service provided falls short of what might reasonably be expected we would like them to tell us about it.

We would also welcome any other comments or suggestions on ways we might improve a service or meet local needs more appropriately.

Formal Complaints

1. A formal complaint must be made in writing to the Clerk to the Parish Council or to the Chairman.
2. You can ask someone to help you prepare and present your complaint if you wish. This may be a friend or a member of your organisation if you belong to one, and you can involve them at any stage. If you need additional help Great Bedwyn Council will assist you.
3. The Clerk to the Council will acknowledge in writing within ten working days that your complaint has been received.
3. The Chairman or Vice-Chairman of Great Bedwyn Parish Council will investigate your complaint and will offer you the opportunity of a meeting to discuss your complaint and obtain more information.
4. The Chairman or Vice-Chairman will write to you within 30 working days of your complaint to inform you of the outcome of the investigation. If your complaint is upheld you will receive a written apology and information about any action which will be taken.
5. If you are dissatisfied with the outcome you have the right to put your case to the next meeting of the full Parish Council in person, again with assistance from your chosen advocate. This meeting would be held in a confidential session and without members of the public in attendance

In dealing with your complaint Great Bedwyn Parish Council will –

- be fair and impartial
- respect your right to confidentiality
- deal with your complaint sensitively, effectively and promptly

6. This policy is not intended to limit or prejudice your right to seek legal redress

Informal Complaints

If you prefer simply to tell us about something you were not happy with but do not want to have any further involvement you can make an informal complaint.

We will take down details of your complaint and based upon the information you give us, we will investigate and act upon your complaint.

Vexatious Complaints

The Parish Council has a separate policy for dealing with vexatious complaints.

If you need more information or wish to make use of these procedures, contact the Clerk to Great Bedwyn Parish Council.

Policy adopted February 2012

Updated 26 June 2014