**Complaints Handling Policy and Procedures for East Chinnock Parish Council**

**Our complaints policy**

We are committed to providing a high-quality service. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us, in writing, with the details.

It is imperative that the complaint can be substantiated with evidence or witnesses for it to progress to a formal investigation.

**What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within five working days of receiving it.
2. The council will set up a sub-committee to investigate your complaint.
3. It is probable the investigating officer will contact the complainant and anyone else the complaint involves, to ascertain further details/evidence.
4. On the conclusion of the investigation the council will write to the complainant with an outline of their conclusion and any actions taken or recommendations made.
5. At this stage, if the complainant is still not satisfied, they should contact us again and we will arrange for someone unconnected with the matter at the organisation to review the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

Thank you for your co-operation.

This policy was approved at the meeting of the East Chinnock Parish Council on:

Date: 9th May, 2016

Signature: signed on the original by Paul Taylor - Chairman

Under Council Minute No. 31/16(ii)