



# Saltash Town Council

Policy/Procedure:

Customer Feedback Policy

Date of Adoption:

04.04.2019

This is a Policy or Procedure document of Saltash Town Council to be followed by both Councillors and employees.

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|               |                |               |                    |              |

## **Customer Feedback Policy**

This policy is for complaints and general feedback. It sets out how to give Saltash Town Council feedback or make a complaint, and what happens next.

### **Introduction**

We provide services to everyone in Saltash and we want to make it as easy as possible for you to let us know what you think. This document explains how you can tell us your views or make a complaint, and what we will do with the information you provide.

Our Customer Service Promise is that we will be trustworthy in how we deal with your feedback, say sorry if we get it wrong and aim to put things right.

### **Our Policy:**

#### **Your opinion counts**

We are committed to putting you, our customer, first. This means that we are always pleased to hear what you have to say, whether you are a resident, business, organisation or visitor to Saltash. By letting us know what you think – when we are doing a good job and when you think we could do better – you will be helping to improve the Council for everybody.

This policy is for complaints and general feedback (suggestions, comments or compliments). We want to hear from you if...

- You have a suggestion or comment about our services;
- You would like to compliment us on a job well done;
- You want to complain because have fallen short of your expectations or the standards we set ourselves.

We aim to deal with your feedback or complaint as promptly as we can and will offer you support when required.

#### **How to give us feedback or make a complaint**

The quickest and easiest way is through our online form at <http://www.saltash.gov.uk/enquiries.php>.

Suggestions and comments may also be left on the Town Council social media sites, emailed or sent to the Town Council in writing at The Guildhall, 12 Lower Fore Street, Saltash, PL12 6JX.

If you wish to remain anonymous, we will still use the feedback you give us to help improve services. However, we will not be able to reply to you unless you give us your contact details, and we may need to use them to get in touch if we need to check anything.

## **How we use your feedback and complaints**

We always take notice of your feedback – whether good or bad – and aim to learn from it.

We promise you will not receive any unfavourable treatment as a result of making a complaint or giving feedback.

## **How we handle complaints**

We have a complaints procedure to follow to make sure that every complaint is dealt with fairly and sorted out as quickly as possible. For most complaints, there are different steps we follow:

### **Informal Stage (service resolution)**

Where possible a member of our team will do their best to resolve the issue for you. How to get in touch should be on any letters or emails we have sent you. You can also use our website [www.saltash.gov.uk](http://www.saltash.gov.uk) or call 01752 844846. If you remain unhappy, you can go through to the complaint's procedure:

#### **Step One**

All complaints should be addressed to the Town Clerk in writing and will be acknowledged if an email address has been provided. Complaints will be investigated by the Town Clerk or his nominated officer with an aim to resolve the complaint within 10 working days. Where this is not possible a timescale will be agreed with the complainant.

If you are not happy with the response a request can be made for a further review. This must be sent in writing within one calendar month of receiving the response detailing any reference number, any additional information, the reason for not being satisfied with the response and what you think can be done to put matters right.

#### **Step Two**

The complaint will be reviewed by the Town Clerk or his nominated officer who will not have been involved in the response to the original complaint. The review will ensure that the complaint has been comprehensively and accurately addressed and that the response was appropriate.

A final detailed response will be provided within 20 working days. If this is not possible a timescale will be agreed with the complainant.

#### **Outcome**

Where your complaint is upheld and justified, we will acknowledge this, apologise and explain how we intend to resolve your complaint. We will also tell you what we have done or will do to prevent a similar occurrence in future.

Where we consider your complaint cannot be upheld or is not justified, we will explain why and outline what further options are available to you.

## Complaints that are dealt with differently

There are different procedures for:

- Complaints under the Data Protection Act and Freedom of Information Act – please refer to the Town Council website or contact the Guildhall reception team.
- Complaints against an elected Councillor - Councillors follow a Code of Conduct and have a separate complaints procedure.

Write to: The Monitoring Officer, Cornwall Council, New County Hall, Treyew Road, Truro, TR1 3AY or telephone: 0300 1234 100.

If you are unsure about the procedures then please look at the Council's website [www.saltash.gov.uk](http://www.saltash.gov.uk), or contact the Guildhall reception team on 01752 844846.

## The Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman (LGSCO) is independent of the Council and is the final step of the complaints process. In most cases your complaint must go through both steps of investigation with the Council before the Ombudsman will consider it. However, there are exceptions to this and you have the right to contact the Local Government Ombudsman at any time about your complaint. They will advise you whether they are able to investigate.

During their investigation, the LGSCO will ask questions of the Council regarding your complaint. The Council will fully cooperate with their enquiry to enable them to make a decision as to whether we have acted unfairly in our service provision, or in considering your complaint. Please see their website: [www.lgo.org.uk](http://www.lgo.org.uk) or call 0300 061 0614.

## Helping you to contact us

Please let us know if you would like help in making your views known. If appropriate, we may also suggest other organisations that might be able to help you.

## ~~Unreasonably persistent complainants and unreasonable customer behaviour~~

~~In a small number of cases people pursue their complaints in a way which can either impede the investigation of their complaint or have a significant impact on our resources. This can happen either while the complaint is being investigated, or once we have finished dealing with it.~~

~~In all cases where we feel someone is being unreasonably persistent in complaining, or their behaviour is unacceptable, the unreasonable customer behaviour will be referred to the Policy and Finance Committee which may lead, in the first instance, to the council requesting in writing that behaviour is moderated. Further action may be taken if the unreasonable behaviour persists.~~

## **Privacy Notice**

A copy of the Privacy Notice may be viewed at the Guildhall or on the Town Council website.