

# **Do You Need To Contact The Parish Council?**

## **A Guide To Making A Complaint, Compliment or Comment**

### **Sproughton Parish Council**

Clerk to the Sproughton Parish Council

24 Church Crescent

Sproughton

Suffolk

Tel : 01473 463852

email : [pc@sproughton.suffolk.gov.uk](mailto:pc@sproughton.suffolk.gov.uk)

## Don't Be Afraid To Contact Us

- You have a right to expect good quality services from us. While we will not be able to give everyone the answer they might be looking for every time, you should always expect to be treated fairly and courteously, to receive a reply within a reasonable time and to have any promises and procedures kept to.
- If you feel that we have let you down we want to know about it. We cannot try to put the matter right until you tell us what the problem is. The information you provide enables us to identify mistakes and ensure that they do not happen again.
- **It also helps** us monitor how well we provide our services and what you think of us. We can learn about what you feel is important and how we can give you the services you want.

## How Do You Make A Complaint?

- If you think we have made a mistake, **then in the FIRST instance we would suggest that you just phone, write or email us** – there is no need to use this form to begin with. Certainly as far as daily enquiries and routine matters and errors are concerned, then it's easier, and more effective to pick up the telephone, or write a short letter or to email us.
- If you feel your concern should be considered more formally, or these usual channels of communication have left you dissatisfied, **that's when you should use this form**. Alternatively, you can write us a letter.
- The sort of things you may wish to complain about are:- have we been **unfair**, have we been **discourteous**, have we not given an **adequate reason** for a **decision**, how **long** did we take, and did we follow the **right procedures**?

# What Should You Do Next?

If you have a complaint to make about the Council, please follow these **1 – 2 - 3** easy steps.

- 1.** Complete the Complaints Form enclosed in this leaflet (or write a letter, or an email) and send it to the Parish Council. The Council's Clerk will deal personally with your complaint. It will be acknowledged within 3 working days of being received and you will normally receive a full written response to your complaint within 10 working days. If this is not possible, we will let you know why and arrange another target. Alternatively, if we cannot agree to your complaint, we will give you a full explanation. If it is considered to be beneficial, we will arrange for an opportunity for you to make a verbal representation to the Council's Clerk and/or the Parish Council.
- 2.** If you are not satisfied with the Parish Clerk's response, then you can complain to the Chairman of the Parish Council. The Parish Clerk will give you the contact details. All you need do is write to the Chairman explaining why you are dissatisfied and expanding, if necessary, on the details you have already given us. The Chairman will look at the matter afresh and independently review your complaint. The reply will detail what our decision is and the reason for it.
- 3.** If you are still not satisfied with our response then you can complain to the **Ombudsman** (who is totally independent of Local Government. Normally before the Ombudsman starts to consider a case, they will ask if the complaint can be sorted out locally (i.e. between you and us here at the Parish Council). The Ombudsman will therefore normally have expected you to have used the Council's Complaints Procedure, although you can approach them at any time.

The Parish Clerk can let you have details of the Ombudsman. Alternatively, you may like to contact your local Citizens Advice Bureau, who are always willing to assist if they can.

## **Do You Wish To Pay A Compliment?**

We would like to hear from you if you are pleased with the service that we give you. It is important for us to know when we are getting things right so that we can build on what you think is good about us.

Please complete the Compliments Form enclosed in this leaflet (or write a letter, or an email) and send it to the Council's Clerk.

## **Our Aim Is To Put You First**

To enable us to do this we will try to:

- Listen and give you straightforward answers
- Be friendly and helpful
- Find solutions to your problems
- Help you to help yourself

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If you need any help or advice in completing your form we will be pleased to help you. Alternatively, you might like to contact your local Citizens Advice Bureau, who are always willing to help.

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# COMPLAINT/COMPLIMENT\* FORM

(\* delete as applicable)

Name .....

Address .....

..... Postcode .....

Tel. No. .... email .....

## Your Complaint/Compliment\*

(\* delete as applicable)

Would you like your complaint to be treated confidentially? **YES/NO**

(\*delete as applicable)

Please be as specific as you can about what you feel went wrong. Also give details about any important dates, and previous contact with us, including who you have been dealing with at the Council.

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## Personal Injustice

If you feel you have suffered personally as a result of the Council's actions, please give details.

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## Putting Matters Right

It would be useful to know how you think we could put matters right for you. Be as specific as you can.

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Signed: ..... Date .....

When you have completed this form please send it to:

**Clerk to Sproughton Parish Council**  
**24 Church Crescent**  
**Sproughton IP8 3BJ**  
**Tel : 01473 463852 email : pc@sproughton.suffolk.gov.uk**