



FAKENHAM TOWN COUNCIL

Linda Jennings
Town Clerk

Fakenham Connect
Oak Street
Fakenham
Norfolk
NR21 9DY
Tel: 01328 853653
e-mail: info@fakenhamtowncouncil.co.uk
website: fakenhamtowncouncil.org.uk

COMPLIMENTS OR COMPLAINTS PROCEDURE

COMPLIMENTS OR COMPLAINTS

Whether you have a compliment or a complaint about the Town Council, or you simply wish to comment about our meetings, facilities, services or staff, we would like to hear from you. Feedback from the people of Fakenham, whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

- To make it easy for anyone to make a complaint
- To solve problems as quickly as possible
- To prevent problems from happening again, and
- To encourage good practice

HOW TO CONTACT US WITH YOUR COMPLIMENT OR COMPLAINT

You can contact Fakenham Town Council by telephone, in writing, via the internet or by visiting us at our office. Contact details are given at the end of this document.

WHEN WE HEAR FROM YOU THE FOLLOWING PROCEDURE WILL BE IMPLEMENTED

We will deal with any comments about the Council as quickly as possible. We will make sure that your comments are directed to the right person. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 15 working days of hearing from you and either give you a full answer, or give you a progress report and explain why we need more time to further investigate. We will also tell you when you can expect a full answer.

CONFIDENTIALITY

We will treat your complaint in confidence; details will only be given to those members of staff directly concerned. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it will not happen again.

COMPLAINTS PROCEDURE FOR SERVICE USERS OR MEMBERS OF THE PUBLIC

(Complaints about the Clerk are treated as a personal matter; complaints about a Councillor should be addressed to the Standards Board for England.)

If a complaint cannot be satisfied in an informal way by the Clerk, or the Chairman, then the following procedure will be adhered to regarding complaints about the Council's procedures or administration:

Before the Meeting

1. Only complaints in writing and signed will be considered unless there are compelling reasons why this may not be possible (e.g. literacy or language difficulties).
2. The person making the complaint will be asked to write to the Clerk, giving full details of the complaint. If they do not wish to write to the Clerk, they may write to the Chairman.
3. The Clerk will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council.
4. All formal complaints will be heard at the Full Council meeting, which if practicable, will be the next meeting after receiving the complaint.
5. The complainant shall be invited to attend the meeting and may bring a representative with them.
6. Copies of any documentation relating to the complaint should be made available to the Council and the complainant, seven working days prior to the meeting.

At the Meeting

1. The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and press. Any decision on a complaint will be announced at the meeting in public.
2. The Chairman will introduce everyone and explain the Council's procedure on handling a complaint.
3. The complainant or their representative will be asked to outline the grounds for complaint.
4. Councillors may ask the complainant any questions.
5. If relevant, the Clerk to explain the Council's position.
6. Members may ask the Clerk any questions.
7. First the Clerk, then the complainant, will be offered the chance to have a final say.
8. The Clerk and the complainant to be asked to leave the room whilst the Council decide whether or not the grounds for not the grounds for the complaint have been made. If it is requested that clarification is required, both parties will be invited back.
9. The Clerk and the complainant to return to the meeting to hear the decision that has been made, or to be advised when the decision will be made.

The decision, together with details of any action to be taken, to be confirmed in writing within seven days.

HOW TO CONTACT US:

The Council's telephone number is:

01328 853653

If writing, the address is:

**The Town Clerk
Fakenham Town Council,
Fakenham Connect,
Oak Street,
Fakenham,
Norfolk N21 9DY**

The Council's e-mail address is:

info@fakenhamtowncouncil.co.uk