

WHAT WILL BRACKNELL TOWN COUNCIL DO?

At Stage One of the process, we will aim to respond to you fully within 20 working days. However, where we need a longer period to investigate a particularly complex problem, we will write to you within 20 working days saying when we will be in a position to give a full response.

If you are unhappy with the response to your complaint you have 20 working days to take your complaint to Stage Two.

At Stage Two your complaint will be considered by the Leader of Bracknell Town Council who will respond within 20 working days. If you are still dissatisfied you have 20 working days to take your complaint to Stage Three.

At Stage Three your complaint will be considered by a panel made up of the Town Mayor sitting with two councillors. Every effort will be made to arrange a time and venue for the panel meeting which is convenient to you. You will be advised of this date within 15 working days of receiving your Stage Three complaint.

Please note that it is always in your best interests to follow the procedure set out in this leaflet in order to get your problem resolved quickly. If someone tries to complain to a higher level, the matter will be referred back to the correct stage in the procedure.



BRACKNELL TOWN COUNCIL
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GUIDELINES FOR COMPLAINANTS



WHO CAN COMPLAIN?

Bracknell Town Council aims to provide the best standards of service for our service users at all times. However, we accept that occasionally things may go wrong. If this happens, we want to hear about it and have an opportunity to put things right. In dealing with complaints we will:

- Make it easy for you to make a complaint
- Give you a prompt response
- Bring about an efficient and fair resolution of the problem
- Be fair, courteous and helpful in dealing with your complaint
- Keep you informed of progress in dealing with your complaint
- Treat your complaint confidentially and in line with equal opportunities
- Monitor complaints and use the information to make real improvements to our services.

HOW DO I COMPLAIN?

If you wish to make a formal complaint you may choose to write a letter to the Town Clerk or complete a complaints form. Alternatively you can e-mail, telephone or call in to Brooke House where a member of staff will record your complaint. We will fully investigate any complaint made to the Town Council and will inform you in writing of the outcome of your complaint within 20 working days.

If you are unhappy with the outcome of your complaint you can appeal. You will be expected to lodge an appeal to the next stage of the procedure within 20 working days of the Council's response, unless you can demonstrate a valid reason why there was need for a longer delay.

ARE THERE ANY COMPLAINTS THE TOWN COUNCIL WON'T CONSIDER?

Most complaints will be considered, however where someone simply does not agree with the policies of Bracknell Town Council their comments will be referred to Council to be considered as part of the "Review of Policies" process. Comments will be acknowledged and noted.

Complaints from organisations, rather than individuals, may at the discretion of the Town Clerk and Leader of the Council be taken outside this Complaints Procedure. **Complaints regarding Town Councillors** are subject to the jurisdiction of the Standards Board for England. In the first instance complaints about Town Councillors should be addressed to the Monitoring Officer, Bracknell Forest Borough Council.

The Council's Complaints Procedure does not deny the right of service users to take legal action to resolve their grievances. If legal action is initiated against Bracknell Town Council the Complaints Procedure will be suspended in order to avoid the risk of prejudicing the case for either side. If appropriate, the Complaints Procedure may be recommenced on completion of the legal process.

YOUR DETAILS (Complainant)

Name _____

Address _____

Postcode _____ Telephone Nos _____

E-mail _____

If you are complaining on behalf of an Organisation please give their name

Name _____

WHERE? Please name the area or service you are complaining about – please be as specific as possible

WHEN? Please give the date and time if appropriate

WHAT? Is your complaint about – please be as specific as possible

Please continue on a separate sheet if necessary

WHAT DO YOU WANT TO HAPPEN? - to put things right for you

I would like the Town Council to consider my complaint. I confirm that all the information I have given you is true and accurate to the best of my knowledge.

Signature _____ Date _____