

Winthrop Gardens

Comments, Compliments and Complaints Procedure

1.0 Forward

- 1.1 Winthrop Gardens is a facility provided by Wickersley Parish Council ('Council') and run and driven by unpaid volunteers. It is run by the community, for the community. Winthrop Gardens endeavour to provide the highest level of service to its Visitors and it is always our intention to resolve genuine complaints to the satisfaction of its Visitors.
- 1.2 In the unlikely event that a Visitor is dissatisfied either with Parish Councillors ('Councillors'), Volunteers, staff or the service provided this complaints procedure will be applied.
- 1.3 At any stage of the procedure the Parish Clerk ('Clerk'), Winthrop Organiser or Chairman of the Council may contact you to arrange an interview, should they feel it might help to talk to you about your complaint and to find out what you think we should do to put the matter right.

2.0 Communications that are not complaints

- 2.1 Communications with the Council are sometimes in the form of compliments, comments or reports and therefore will be dealt with in different ways. Where this is the case we will tell you. For example, if you report that a flagstone is broken and needs attention or if you ask for information or an explanation of Council policy or practice.
- 2.2 In addition to being able to report to the Clerk or Winthrop Organiser you are also welcome to contact a Parish Councillor about any issue you need help with. However, you are encouraged to contact your Councillor by telephone rather than just stopping them in the street, so they are able to take down all necessary details.
- 2.3 It is for the above reason and in order to prevent any confusion that, for a complaint to be dealt with under the complaints procedure, it must be entitled '**FORMAL COMPLAINT**'
- 2.4 When a complaint is received from someone who does not live in the Parish of Wickersley or is not a Visitor to Winthrop Gardens, the Clerk and Chairman shall decide if the complaint is such that the complainant can enter into the formal complaints procedure.

3.0 How to make a complaint

3.1 Written Complaint

- 3.2 You will be asked in the first instance to put your complaint in writing to the Clerk at the following address:

Author Cllr Peter Thirlwall – originated June 2017 – review due in June 2018

Wickersley Parish Council
Wickersley Community Centre and Library
286 Bawtry Road
Wickersley
Rotherham
S66 2DD

3.3 You should set out, with as much detail as you can and as clearly as possible what it is you are dissatisfied with. Your complaint should be entitled '**FORMAL COMPLAINT**'

3.4 Verbal Complaint

3.5 In the unlikely event that you are unable or you are not prepared to put your complaint in writing you will be asked to visit the Council office at the above address and give your complaint to the Clerk who will take down what you say, read it back to you and ask you to sign it.

3.6 If, for some reason, you are not prepared to put a complaint to the Clerk, a complaint can be given to the Chairman of the Council.

4.0 How we will deal with your complaint

4.1 On receipt of a formal complaint being received by either the Clerk, Organiser or a Councillor, or addressed to the Parish Council, the Chairman will be informed.

4.2 All complaints received will be acknowledged within seven days and a copy of this procedure will be sent to you including details of who is dealing with the complaint.

4.3 Stage 1

4.4 In the first instance the Clerk or Organiser will investigate and respond, and will try their best to resolve the complaint if their investigation finds that there is a genuine problem.

4.5 Most of the services provided are by Volunteers. Should your complaint be about a Volunteer the Organiser will determine the best way to proceed and this will be explained to you. Under these circumstances the Council would ask for your understanding and tolerance in this matter.

4.6 Where it has not been possible to resolve the complaint to your satisfaction you will be entitled to ask for the complaint to go on to stage 2.

4.7 Where the complaint relates directly to the behaviour of the Clerk, Organiser or the Chairman then the complaint will automatically be referred to stage 2 without further discussion or investigation.

4.8 It is hoped to let you have a full response to your complaint within ten working days. If this is not possible we will send you a letter explaining why and give you an estimate of when you will receive a full response.

4.9 Stage 2

4.10 At this stage the complaint will be referred for consideration on the agenda of the next Council meeting under the Human Resources standing item which falls at the end of the meeting. The Council will consider whether the contents of the complaint warrants the exclusion of the press and public, but any decision on the complaint will ultimately be announced in the public session of a future Council meeting.

4.11 The Council will, if necessary, establish a panel of Councillors to investigate the complaint fully and report back to the Council with their recommendations, unless:

4.11.1 The matter relates to the behaviour or conduct of staff, in which case the Council will invoke its own disciplinary procedure.

Or

4.11.2 The matter relates to the behaviour or conduct of a Councillor, in which case you will be advised of the procedure to refer the matter to the Rotherham MBC (RMBC) Monitoring Officer under the Code of Conduct. On receipt of a complaint relating to the behaviour or conduct of a Councillor the Council will be informed in the private session of their next meeting in accordance with the Council procedure.

4.11.3 The Standards Committee deals with complaints about the behaviour of a Member. It will not deal with complaints about things that are not covered by the Members Code of Conduct.

4.11.4 If you make a complaint to the Standards Committee it must be about why you think a Member has breached the Code of Conduct. We will provide you with a copy of our Code of Conduct at this stage.

4.11.5 In this instance you should submit your written complaint to: -

The Monitoring Officer,
Council Offices
Riverside House,
Main Street,
Rotherham
South Yorkshire
S60 1AE

Tel. 01709 382121

5.0 Solution of your Complaint

- 5.1 Following our investigation and deliberations, if your complaint is upheld, we will try to solve the problem.
- 5.2 We will apologise and explain what went wrong.
- 5.3 We will do our best to provide the service you are entitled to receive.
- 5.4 We will change procedures where relevant so that the mistake is not repeated.

6.0 What you should do if you are unhappy with how your complaint has been dealt with

- 6.1 If you believe that we have not handled your complaint in accordance with our procedures you can ask us to review whether we have followed them correctly.
- 6.2 We will let you know that we have received your request to review your complaint within seven working days and then your complaint regarding the Council's alleged breach of procedures will start again at stage 2.
- 6.3 You cannot however complain further to the Council based on the decision we have reached providing that we have correctly followed our procedures.

7.0 Complaining to someone other than the Council

- 7.1 If you are not satisfied with how your complaint has been handled, you can complain directly to the Local Government Ombudsman.
- 7.2 The Ombudsman may decide to investigate how your complaint has been handled or pass it back to us if he feels that we have not been given the opportunity to try to resolve the issue.
- 7.3 You can contact the Ombudsman as follows -:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Phone: 0845 602 1983.

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