

Complaints Policy of Hannington Parish Council

1. Hannington Parish Council [HPC] views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.
2. Our policy is:
 - To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
 - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
 - To make sure everyone at Hannington Parish Council knows what to do if a complaint is received
 - To make sure all complaints are investigated fairly and in a timely way
 - To make sure that complaints are, wherever possible, resolved and that relationships are repaired
 - To gather information which helps us to improve what we do

Definition of a Complaint

3. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Hannington Parish Council, its employees or its Members.

Where Complaints Come From

4. Complaints may come from any person or organisation who has a legitimate interest in Hannington Parish Council.
5. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

6. All complaint information will be handled sensitively, telling only those who need to know, and following any relevant data protection requirements.

Responsibility

7. Overall responsibility for this policy and its implementation lies with the Chairman of the Parish Council.

Review

8. As part of the Parish Council's 'governance' documents, this policy will be reviewed on an annual basis.