

Ivybridge Town Council



Public Complaints Policy and Procedures **Your Guide to Making a Complaint**

Please return to the address shown overleaf

Good Service

Over the years the Council has earned a reputation for providing a good, courteous and prompt service. However mistakes can happen and when they do we will:

- take them seriously;
- treat you with courtesy;
- investigate fully and promptly;
- provide you with a full explanation;
- put matters right as far as we can;
- respect your right to take your complaint further if you are not satisfied with the outcome.

From time to time there will be occasions when our service, or the way we respond to you, falls short of your expectations and when this happens we need you to tell us we can try to put things right.

We also welcome suggestions for improving our service. These should be passed to the Town Clerk.

If You Have A Complaint About Any Council Service

Contact the Council either by a visit or telephone, or by writing to:

The Town Clerk
Ivybridge Town Council
Town Hall
Erme Court
Leonards Road
Ivybridge
PL21 0SZ

Tel: 01752 893815

Fax: 01752 896488

Email: townclerk@ivybridge.gov.uk

If you feel your complaint has not been dealt with adequately – please contact the Town Clerk again, explaining your reasons for your on-going concerns.

Your complaint will be acknowledged within five working days and you will be told how long you can expect to wait before receiving a reply.

If you remain dissatisfied with the written reply, write to the Town Mayor at the address above who will acknowledge your letter within five working days and will, if appropriate, put the matter to the relevant committee. You will be invited to attend and bring a representative if you wish, and will be issued with Code of Practice for the Meeting.

Other Ways To Raise A Complaint

Complaining to a Councillor:

If, after dealings with any member of staff you are still not satisfied you can raise the matter with your local Councillor.

The names and addresses of your local Councillors can be obtained from the Town Hall.

Complaint Form

You are requested to complete this form on First Complaint and any Appeal.

Please indicate First Complaint or Appeal: First Complaint Appeal

Complete this form by giving brief details of your complaint and deliver it by hand or by post to the Town Council Office (Officers of the Council will help you complete this form if necessary).

Your Name:

Your Address:

Your Telephone Number:

E-mail Address (if applicable):

What do you think the Council did wrong or failed to do?

How would you like the matter to be resolved?

What is the name of the person you contacted?

When were you first aware of the matter you are complaining about?

Have you complained to the Council about this before? If so when, and what was the outcome?

Signed: _____

Date: _____

Please return to address shown inside