

Pool in Wharfedale Parish Council Complaints Policy Adopted by Parish Council 2014

Pool Parish Council aims to provide people living and working in Pool in Wharfedale, and anyone else using our services with the best experience possible within the resources available to us.

If at any time however, you feel that the quality or level of service provided falls short of what you might reasonably expect we would like you to tell us about it.

We would also welcome any other comments or suggestions you may have on ways we might improve a service or meet your needs more appropriately.

Formal Complaints

1. You a formal complaint must be made in writing to the Clerk to the Parish Council or to the Chairman.
2. You can ask someone to help you prepare and present your complaint if you wish. This may be a friend or a member of your organisation if you belong to one, and you can involve them at any stage. If you need additional help Pool Parish Council will assist you.
3. The Clerk to the Council will acknowledge in writing within ten working days that your complaint has been received.
3. The Chairman or Vice-Chairman of the Pool Parish Council will investigate your complaint and will offer you the opportunity of a meeting to discuss your complaint and obtain more information.
4. The Chairman or Vice-Chairman will write to you within 30 working days of your complaint to inform you of the outcome of the investigation. If your complaint is upheld you will receive a written apology and information about any action which will be taken.
5. If you are dissatisfied with the outcome you have the right to put your case to the next meeting of the full Parish Council in person, again with assistance from your chosen advocate. This meeting would be held in a confidential session and without members of the public in attendance

In dealing with your complaint Pool Parish Council will

- be fair and impartial
- respect your right to confidentiality
- deal with your complaint sensitively, effectively and promptly

6. This policy is not intended to limit or prejudice your right to seek legal redress

Informal Complaints

If you prefer simply to tell us about something you were not happy with but do not want to have any further involvement you can make an informal complaint.

We will take down details of your complaint and based upon the information you give us, we will investigate and act upon your complaint.

If you need more information or wish to make use of these procedures, contact: John Ryan, Parish Clerk and Responsible Finance Officer, 11 Avondale Grove, Shipley, Bradford BD18 4QT. Tel. 07766547651
poolparishcouncil@gmail.com