

APPENDIX A

Complaints Policy

Overview

At Fareham Borough Council we aim to provide high quality services at all times. However, we recognise that things don't always go to plan, and there may be times when we don't live up to your expectations. If this happens, we want you to tell us and we will do our very best to put things right, as quickly as possible.

If you are reading this because you feel that the Council has done something wrong or failed to do something you expected it to, this guide is to help you to tell us why you are not satisfied and to explain how we will deal with your complaint. This guide applies to most complaints, but there are some cases which will be treated in a different way. If this is the case, we will let you know.

We hope to resolve issues as soon as we know about them. We will also try to make sure that we fix the root cause of problems so that we don't make similar mistakes again.

Complaints Procedure

We will fully investigate every complaint. Even if your complaint relates to a particular policy decision and we are not necessarily able to change things, we will explain the situation to you.

We want to resolve your complaint straightaway and, in the majority of cases, the first person you speak to will usually be able to resolve things for you.

Stage 1 - At the first stage the Head of Service in the department responsible for the service will investigate your complaint.

Stage 2 - If you are unhappy with our response the Director of the Department responsible for the service will review the handling of your complaint to confirm that the correct procedures and processes have been adhered to.

We will keep you up to date whilst we are investigating your complaint, until we provide you with a resolution letter. In most cases we will be able to resolve your complaint within three weeks of receiving it. In exceptional circumstances, particularly where your complaint is complex, it may take more than three weeks to resolve matters for you. But, we will let you know if this is the case.

If you're still unhappy with our response to your complaint, you can ask the Local Government and Social Care Ombudsman for an independent review. The Local Government and Social Care Ombudsman offers a free independent service, but before they look at your complaint, they will want to know that you have given us the opportunity to put things right for you.

The quickest way to complain to the Local Government and Social Care Ombudsman is to complete an online complaint form. You can also complain by telephone.

Contact details are:

The Local Government and Social Care Ombudsman

Tel: 0300 061 0614

Text 'call back' to 0762 481 1595

Online Complaint Form: www.lgo.org.uk/make-a-complaint 

How and where to complain to

If you are not satisfied with any aspect of our service, you can tell us about your concerns in the following ways:

Online: www.fareham.gov.uk/complaints

Telephone: 01329 236100

Email: customerservicecentre@fareham.gov.uk

By post:

Customer Service Centre
Fareham Borough Council
Civic Offices
Civic Way
Fareham
PO16 7AZ

Complaints made to Elected Councillors

If an elected member receives a complaint about another Councillor, the complaint will be passed on to the Monitoring Officer.

All other formal complaints to members will be passed on to the relevant Head of Service.

The Councillor who receives the formal complaint will take no further part in the matter complained about, or discuss the complaint further with the customer until the complaint process has been exhausted.