

HTC COMPLAINTS HANDLING GUIDANCE – APRIL 2008

SODC /OCC / Other agencies

Complainant

- Advised matter is not HTC responsibility
- Advised which agency is responsible
- Informed that their complaint will be forwarded and to whom
- Complainant asked if they wish the relevant authority to inform them of the outcome of their complaint and if so to provide their contact details
- Other agency informed – target same day by telephone, email
- Other agency requested to provide HTC with response to complaint in order to inform any other complainants on the same matter.

[Most complaints within this category are able to be dealt with there and then.

Each member of OSS maintains a day book to record comments /enquires/ complaints to ensure that these matters are followed up].

- Special communication procedures exist in relation to complaints regarding SODC toilets; there is a standard form which is faxed to the public amenity team, the form is usually faxed back with a written response within 48 working hours.

Council complaints

- Wherever possible complaint is advised immediately or within 48 working hours
- Complaints which are solely for the OSS to resolve are logged in the respective member of staff's day book (see standards for response below)
- Complaints which are not able to be resolved directly by the OSS are the recorded in a complaints book detailing the date, complainant, complaint and the action taken.

Standards

The Council will aim to deal with complaints, particularly telephone and in person complaints, at the time the complaint is made, informing the complainant of the proposed action and timescale for resolution.

The standard for replying to complaints is 10 working days although the Council aims to reply within 5 working days. This may be by telephone, email or hard copy. If a substantive response is not available within 10 working days then a further timescale should be given.

Escalation

Complaints received in the OSS are usually dealt with by the OSS.

If the OSS is not able to deal with the complaint then it will be escalated to the relevant Committee Administrator / Snr Asst Parks Service

If the complainant is not satisfied by the response then the complaint may be escalated to the Town Clerk. The Town Clerk may also deal directly with first time responses if they are of a particularly sensitive or complex nature.

The Town Clerk will discuss either with the Mayor and/or relevant Committee Chairman complaints which are particularly sensitive, political or likely to generate significant publicity.