

PRESCOT TOWN COUNCIL



A Guide on How to Make Comments, Complaints and Compliments about the Town Council.

Daniel Wilson
Town Clerk
October 2012

INTRODUCTION

Comments and Compliments

Prescot Town Council is committed to providing best value and the highest possible level of service to our customers. We would like to know what you think about us. You can use the attached form to make a comment or a compliment about a service we provide or a particular member of staff. Alternatively you can contact us by e-mail (enquiries@prescot-tc.gov.uk), or telephone the Council offices on 0151 426 3933. If you send a compliment we will reply and pass on your comments to the member of staff concerned.

Complaints

We realise of course that we sometimes may get things wrong, and there may be occasions when you are unhappy with the service we provide. If, for example, you feel that:

- The council has taken too long to take action without good reason.
- The council has not followed its own policy, rules or the law.
- The council has not made the decision in the correct way.
- The council has broken its promise or given the wrong information.
- The council or one of its staff has treated you unfairly or discourteously.

Then please let us know. We will welcome any complaint as an opportunity to improve our services and, where possible, we will rectify the situation.

This document tells you how to proceed in such a case.

RAISING YOUR COMPLAINT FOR THE FIRST TIME

If you are dissatisfied in any way with something the council has done, (or not done), get in touch with one of the following:

The Town Clerk, or the Current Chairman (Mayor) of the Town Council.

Prescot Town Council

Prescot Town Hall

1 Warrington Road

Prescot

Knowsley

Merseyside

L34 5QX

Tel No: 0151 426 3933

e-mail: townclerk@prescot-tc.gov.uk

website: www.prescottowncouncil.com

You can make your complaint in one of the following ways:

- By visiting the Town Council Office.
- By telephoning the Town Council Office.
- By writing to either the Town Clerk, or the Chairman of the Town Council.

However, if you want to make a formal complaint, you will have to complete a form. If you require assistance in completing the form, a member of staff will be willing to help. Please note that the Town Council does not accept anonymous complaints. If you wish, a Town Councillor can make a complaint on your behalf, or follow it up for you. A list of councillors can be found on our website using the following link:

<http://prescottowncouncil.com/prescot-town-councillors/>

MAKING A FORMAL COMPLAINT

Stage One

To make a formal complaint, please complete the attached form to this document, and return it to either the Town Clerk, or the Chairman (Mayor) of the Town Council. An acknowledgement will be sent within 3 working days and a full response within 10 working days. If more time is required in order to produce a reply, a letter will be sent giving the reason for the delay, and a date by which time you can expect the matter to be resolved.

Stage Two

If, at the end of Stage One investigations into your complaint, you are still not satisfied with the Town Council's response, you can ask for your complaint to be investigated further, if not by the Town Clerk or Chairman, then by an alternative Town Councillor. Once again, an acknowledgment will be sent within 3 working days and a full response within 10 working days. If more time is required in order to produce a reply, a letter will be sent giving the reason for the delay, and a date by which time you can expect the matter to be resolved.

Stage Three

If, at the end of Stage Two investigations into your complaint, you are still not satisfied you may ask for the complaint to be reviewed by a Committee of councillors. This is the final stage of the Council's complaints procedure. A meeting of this Committee will normally be convened within four weeks. A full report will be presented to this Committee, and you will be invited to attend. If you prefer, you can be accompanied by an advisor or a friend to help you put your case forward. We will write to you to inform you of the Committee's decision within one week of the meeting.

PRESCOT TOWN COUNCIL

Comments, Complaints and Compliments about the Town Council

(Please complete the form in capital letters)

Your name	Your full address	Telephone number Home: Work:
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Please circle the appropriate category:

Comment	Complaint	Compliment
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Please give full details:

If it is a complaint, what would you like the Town Council to do to remedy this situation?

Have you already contacted the Town Council about this matter?
Yes / No (delete as necessary)

If the answer is “Yes”, who dealt with the matter?

Your signature:

Date:

Please return this form to:

FAO Town Clerk
Prescot Town Council
Prescot Town Hall
1 Warrington Road
Prescot
Knowsley
Merseyside
L34 5QX

Tel No: 0151 426 3933

e-mail: townclerk@prescot-tc.gov.uk

