



COMPLAINTS POLICY 2021

COMPLAINTS:

Your council aims to provide good-quality, cost effective services.

We recognise that things can sometimes go wrong - if they do, we need to know so we can put them right and learn from them.

Below we explain the procedures available to you if you consider that we have failed:

- to provide a service
- to be courteous
- in our standard of work
- in our administration of procedures
- to adhere to our rules or regulations
- to provide you with correct information
- to treat you fairly and promptly

WHAT SHOULD I DO IF I AM UNHAPPY WITH ONE OF YOUR SERVICES?

INFORMAL RESOLUTION

The best way to sort out a problem is by raising the issue with the person you have been dealing with or their immediate line manager. This is called local resolution. At this stage it's the people who deliver the service who are best placed to resolve your issue.

We can usually sort out mistakes and misunderstandings quickly and informally at this stage.

If you feel you have been unable to resolve your complaint at the informal stage, then you can move to the next stage as follows below:

STAGE ONE

To raise a formal complaint, please fill in the online complaints form and you will be given a reference number for your complaint.

You can also request a printed copy of the complaints form from our Customer Service Centre by telephoning 01962 840 222.

We will acknowledge your complaint within five working days, then investigate and respond within ten working days from the date of receipt.

STAGE TWO

If you feel that your complaint has not been resolved at stage one, you can contact the Chief Executive's office at complaints@winchester.gov.uk with the reference number you were given at stage one. You will need to set out why you are not satisfied and what you expect from a further review. You will receive a response within twenty working days.

ONE OF OUR COUNCIL PLAN PRIORITIES IS TO BE EFFICIENT AND EFFECTIVE. WE WANT TO HAVE HIGH QUALITY, GOOD VALUE SERVICES THAT ARE CONTINUOUSLY IMPROVED.

UNRESOLVED COMPLAINTS

If you have been through all stages of our complaints procedure and feel your complaint has still not been resolved, you can ask the Local Government and Social Care Ombudsman or the Housing Ombudsman to review your complaint.

More information can be found on our website: winchester.gov.uk/about/contact-us/complaints

COUNCILLOR CONDUCT COMPLAINTS

If you want to complain about the conduct of a Councillor you must submit your complaint to the City Council's Monitoring Officer. The Monitoring Officer can only deal with complaints about the behaviour of individual Councillors. The Monitoring Officer will not deal with complaints about the Council as a whole or matters that are not covered by the Councillors' Code of Conduct. This is a different process to this corporate complaint procedure.

monitoringofficer@winchester.gov.uk

EXCELLENT CUSTOMER SERVICE IS CENTRAL TO HOW WE DELIVER OUR SERVICES.