

Reepham Town Council

Making a Complaint

Whether you want to contact the Town Council to make a complaint, comment about our meetings, facilities, services or staff, ask for information or simply offer your appreciation, we would like to hear from you. Feedback helps us to provide an efficient and effective service for the people of Reepham.

We aim to:

- make it easy for anyone to contact us;
- find satisfactory solutions as quickly as possible;
- prevent problems from happening again; and
- encourage good practice.

How to contact us.

You can write to or ring the Town Office to make an appointment to see the Town Clerk or a Councillor. The Town Clerk is not always available but you can leave a message.

If the Town Clerk or the Councillor cannot provide a satisfactory response within 5 working days you are asked to write to: Town Clerk, Council Office, Town Hall, Reepham, Norwich, NR10 4JW or by e-mail at clerk@reephamtowncouncil.org.uk

How to make a complaint.

Complaints about Councillors or Council staff should be made in writing to the Town Clerk or, if you feel this is not appropriate, to any councillor whose contact details are available in the Council Office or on our website. Written complaints about a councillor or council staff are answered within 15 working days. If the Council considers that it needs to take legal advice on issues of law or practice, action will be deferred until the advice has been received. Where it is not possible to give a full answer a progress report will be given.

The Town Clerk or Chair of the Council will report to the next meeting of the Town Council any written complaint and how it has been or is being dealt with.

Complaints Panel.

The Council will appoint a Complaints Panel to investigate the complaint. The Complaints Panel will consider all the evidence surrounding the complaint and present a written account to the Council.

People who are the subject of any complaint will be given the opportunity to respond to the complaint.

Any person(s) who were witnesses to the complaint may be asked to give evidence.

The person making the complaint will be invited to speak to the panel to discuss their complaint and the way in which the Council may resolve it.

Once the Panel has reached a decision it will notify in writing the person making the complaint and announce its decision at the next Council meeting. The decision of the Complaints Panel is final.

Other complaints.

Complaints about Council procedures and the Code of Conduct should be made to The Standards Board and Monitoring Officer, Broadland District Council, Thorpe Lodge, 1 Yarmouth Road, Norwich, NR7 0BR.

Complaints about Broadland District Council or Norfolk County Council should be addressed to the appropriate Council.

Appendix 1: Recording complaints.

Complaints should be recorded and kept by the Town Clerk to include:

Date Received.

Name of the person making the complaint and their contact details.

Details of the complaint.

Names and contact details of any witnesses.

The person(s) contacted by the Council.

What has happened to the complaint.