

Cirencester Town Council
(Freepost RRLX-UZGX-HYEB)
Dyer House
3 Dyer Street
CIRENCESTER
Gloucestershire
GL7 2PP



Cirencester Town Council
(Freepost RRLX-UZGX-HYEB)
Dyer House, 3 Dyer Street, Cirencester,
Gloucestershire, GL7 2PP
Tel: +44(0)1285 655646/Fax: +44(0)1285 643843
Website: www.cirencester.gov.uk
Email: Administrator@cirencester.gov.uk

Cirencester Town Council



**Have you a
Complaint?
- Please
let us know**



INTRODUCTION

The Council aims to provide the best possible service. If the service you have received falls below expectations, please let us know.

If, however, you have a formal complaint the procedure is as follows: -

1. MAKING A COMPLAINT?



If you wish to make a formal complaint about the Council's services, procedures or administration, it should be made in writing to the Chief Executive Officer (CEO), marked 'private and confidential', to the

Council's Freepost address identified overleaf.

If you would prefer not to write to the Chief Executive Officer, please address your complaint for the attention of the Chairman of the Council.

Receipt of your complaint will be acknowledged, in writing, within seven working days.

2. WHAT WILL HAPPEN TO THE COMPLAINT?

- Complaints are considered and determined by the Council's Corporate Group.
- You will be invited to attend the meeting and to bring with you a representative, if you so wish.
- At least seven clear working days prior to the meeting, you will need to provide the Corporate Group with copies of any documentation or evidence relied on. The Corporate Group will in turn provide you with copies of any documentation which it wishes to rely upon and shall do so promptly, allowing you the opportunity to read the material in good time for the meeting.

3. AT THE MEETING

- The Chairman of the Corporate Group will introduce everyone and explain the procedure.
- You will then have the opportunity (or your representative) to outline the grounds for the complaint and, thereafter, questions may be asked.
- The CEO (or other nominated officer) and yourself (or your representative) will then be offered the opportunity to summarise your respective positions.
- The CEO (or other nominated officer) and yourself (or your representative) will then be asked to leave the room while the Corporate Group decides whether or not there are grounds for the complaint.

- The CEO (or other nominated officer) and yourself (or your representative) will be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day you will be advised when the decision is likely to be made and when it will be communicated to you.

4. AFTER THE MEETING

The decision will be confirmed in writing within seven working days together with details of any action to be taken.

NOTES

- i) A full copy of the Complaints Procedure is available upon request and will be provided on receipt of your complaint.
- ii) Complaints relating to an individual employee are considered by the Personnel Group in accordance with the Council's Standing Orders.
- iii) Complaints relating to an individual member of the Council are considered by the Corporate Group in accordance with the Council's Standing Orders, but it may need to be referred by the complainant to the Standards Board, in the first instance.
- iv) Please use an envelope to reply, marked 'Private and Confidential' using the freepost address overleaf; no stamp is required. Alternatively, please hand deliver to the Customer Information Point.