

SIBFORD FERRIS PARISH COUNCIL

Complaints about us

This procedure is intended to help anyone who is dissatisfied with our service and is considering making a complaint to us.

Your complaints or concerns are important to us. Where something has gone wrong, they help us to put it right and do better in the future. When considering complaints about us we:

- try to be helpful and accessible
- try to be clear, timely and thorough
- try to be positive about putting matters right and learning lessons for the future
- recognise that sometimes you may not be satisfied with what we say.

Why complain?

We are committed to responding properly to your complaint.

If we do not agree with your views, we will explain the reasons why. We hope this will help you to understand matters better, even if some of your concerns still remain.

If we do agree with all or part of your complaint, we will apologise and may take other steps we consider appropriate to provide a remedy for our failure.

We regularly review the lessons learned from considering complaints so that we can improve the quality of our service. So our consideration of your complaint may help to improve the experience of other Sibford Ferris residents and visitors.

How can you complain about us?

You may wish to complain about our actions or the service we have provided.

Initially, you should raise concerns with the Parish Clerk or a Parish Councillor. This may be the quickest way to resolve the issue.

If you remain dissatisfied, you should send your complaint in writing (letter or email) to either the Parish Clerk or the Chair of the Council using the contact details below.

Complaints about our service

Complaints about our service might include

- dissatisfaction about the council's action or lack of action or about the standard of a service provided by the council
- an allegation of an administrative fault such as undue delay, not following procedures or standing orders, or making a mistake.

Complaints about a councillor

We cannot deal with complaints about the conduct of a Parish Councillor. You must take such complaints to the Monitoring Officer of Cherwell District Council, telephone 01295 227 001.

There is further information about this on the CDC website at

<http://www.cherwell.gov.uk/index.cfm?articleid=1524>

What happens to your complaint about us?

We aim to acknowledge your complaint within 5 working days of receiving it.

We will tell you who will be responsible for responding to your complaint and how to contact them.

We normally expect to respond to complaints within 20 working days of receiving them. If we cannot do so, we will let you know and explain why.

Who else will know about my complaint?

We will at all times keep your identity and the details of your complaint confidential. These will be known only to the Clerk and Parish Councillors, unless you give written confirmation that you wish to waive this right.

What if you disagree with our response?

After you have received our decision on your complaint there is no further review of the same matter. Unless you raise new issues that we consider significant, we will not be able to discuss matters or respond to you further.

Contacts

The Clerk of Sibford Ferris Parish Council

Anita Spencer
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Email: sibfordferrisparishclerk@gmail.com

The Chair of Sibford Ferris Parish Council

Tim Huckvale
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Cherwell District Council

The Monitoring Officer
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