

Complaints Procedures

Stage 1

Complaint against a Service

Your Complaint will be Acknowledged in writing within 2 working days, and you will be given information about who will be dealing with your complaint. You will receive a decision letter explaining any action to be taken within 10 working days. If this is not possible you will be told the reason why.

Complaints Resolved

Feedback used to continually improve services.

Final Stage / Stage 2

Complaint against a Service

An investigator who has had no involvement with our complaint will review your case. This includes the procedures followed and the circumstances and the decision reached. We will acknowledge your complaint within 2 working days and reach a decision within 15 working days. If a case is very complex and this is not possible we will keep you informed about the progress.

Complaints Resolved

Feedback used to continually improve services.

Local Government Ombudsman

If you are not satisfied with the Council's final decision, you can refer the matter to the Local Government Ombudsman. The Ombudsman will look into the actions of the Council and will investigate further if they feel maladministration has occurred. The service provided by the Ombudsman is free of charge, please select link to obtain free booklet How to Complaint to the Ombudsman.