



Complaints Policy

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1	May 2021	Adopted
2	21 st March 2024	Reviewed
3	13 th May 2025	New Policy Adopted

1. Introduction

- 1.1 East Grinstead Town Council values feedback from the public and is committed to providing a high standard of service. If you are dissatisfied with any aspect of the Council's services or the actions of its staff, this complaints procedure outlines the steps for making a complaint and how it will be addressed.

2. What can I complain about?

- 2.1 You may complain about the following:

- Poor service or failure to deliver services as promised.
- The behaviour of staff or councillors.
- Failure to follow the Council's procedures or policies.
- Any other concerns related to the Council's activities or decisions.

3. How to make a complaint

- 3.1 To make a complaint, please follow these steps:

3.2 Step 1: Informal Resolution (Initial Contact)

- 3.2.1 If you are dissatisfied with a service, the first step is to raise your concern with the relevant staff member or department. We encourage you to speak directly to the staff involved or contact the Town Council office at:

East Grinstead Town Council
East Court Mansion
College Lane
East Grinstead
West Sussex, RH19 3LT

Telephone: 01342 323636

Email: towncouncil@eastgrinstead.gov.uk

- 3.2.2 Often, a concern can be resolved quickly and informally by discussing the issue with the relevant person.

3.3 Step 2: Formal Complaint

- 3.3.1 If the matter is not resolved informally, you can make a formal complaint. You can submit your complaint in writing (via email or post). Please include the following details:

- Your name and contact details.

- A clear description of the issue or concern.
- Relevant dates, times, and any other important details.
- What outcome you are seeking (if applicable).

3.4 Step 3: Acknowledgment of Your Complaint

- 3.4.1 Once your complaint has been received, the Council will acknowledge it within 5 working days. This acknowledgment will include the name of the person handling the complaint and an outline of the next steps.

3.5 Step 4: Investigation and Response

- 3.5.1 The Council will investigate your complaint fairly and thoroughly. The investigation may involve speaking to relevant staff or reviewing records and procedures. We aim to provide a full response within 20 working days. If this is not possible, we will keep you updated on the progress and provide a revised timeline.

3.6 Step 5: Final Response

- 3.6.1 Once the investigation is complete, you will receive a final response outlining the findings and any actions taken or recommendations made. If the complaint is upheld, appropriate steps will be taken to rectify the situation.

4. **Appeal Process**

- 4.1 If you are not satisfied with the Council's response, you may ask for a review of the decision. To do so, you must contact the Town Clerk within 10 working days of receiving the final response, outlining the reasons for your dissatisfaction.

4.2 Unreasonable Complaints

- 4.2.1 The Council will always treat complaints seriously. However, the Council reserves the right to take action in cases where complaints are deemed unreasonable, abusive, or vexatious. This may include limiting contact or referring the matter to an alternative authority.

5. **Confidentiality and Data Protection**

- 5.1 All complaints will be treated in confidence, in line with the Council's data protection policies. Personal data provided in a complaint will only be used for the purposes of the investigation and resolution.

6. Monitoring and Improvement

- 6.1 The Council regularly reviews complaints as part of its commitment to improving services. Reports on complaints may be made to the Council as part of ongoing service improvement.

Adopted: 13th May 2025
Reviewed: 1st March 2025