



COMPLIMENTS AND COMPLAINTS POLICY

Council is committed to providing its services efficiently and to as high a standard as possible. However, we do encourage individuals to bring shortcomings to our notice so that we may:

- Have the opportunity to resolve any issues efficiently.
- Learn from our mistakes in order to prevent them occurring in future
- Review policies and procedures where necessary
- Encourage good practice

The Council views the use of the Complaints Policy as an efficient way of dealing with contact from the public about the Council's procedures and administration and as a means of preserving the good reputation of the Council through a transparent process.

How to contact us with your compliment or complaint

You can contact the Council by telephone, in writing, or over the internet. A form is included with this leaflet which you can fill in and send back to us. This leaflet explains the procedure which will be followed once your complaint has been received. A list of contact details is also included on this leaflet.

What we will do when we hear from you

We aim to deal with any comments about the Council as quickly as possible. We will investigate the complaint fully. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 15 working days of receiving your complaint and either give you a full answer, or give you a progress report and explain why we need more time to investigate further. We will also tell you when you can expect a full answer. Your complaint will in the first instance be investigated by an officer of the Council. If you remain dissatisfied then your complaint will be dealt with by a Committee of the Council. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it does not happen again. It will not be appropriate to deal with all complaints from members of the public under a complaint's procedure. Below are examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case then we will advise you of this.

Serial Facetious, Vexatious or Malicious Complaints

In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council should consider taking legal advice before writing any letters to the complainant.

Type of conduct	Refer to
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission
Criminal activity	The Police – www.norfolk.police.uk Tel: 101
Member conduct	Monitoring Officer (Kings Lynn Borough Council) – Monitoring.officer@west-norfolk.gov.uk Tel: 01553 616200
Employee conduct	To the Chair or Clerk Councils' Internal disciplinary procedure
Council Administration	Contact the Clerk to the Council
DP Breach	Information Commissioner's Office (ICO) – www.ico.org.uk Tel: 0303 123 1113
Highways	Norfolk County Council – www.norfolk.gov.uk Tel: 0344 800 8020

Any personal data provided will be processed in accordance with the UK GDPR and Data Protection Act 2018.

If you remain dissatisfied after the Council's internal procedure, you may refer your complaint to the Local Government and Social Care Ombudsman (LGSCO).