

COMPLAINTS PROCEDURE

v15MAY21_Adopted

Northants CALC aims to provide the best possible advice, support, and services to member councils in Northamptonshire. Northants CALC exists to serve and be accountable to its member councils, directors, staff, and partners.

From time to time a member council may feel that it has not had the best possible service that Northants CALC aims to provide. In such instances it is important that a complaint is made, the circumstances investigated, and necessary corrective action undertaken within reasonable time limits.

Conciliation

Any member council that is dissatisfied with any aspect of the work of Northants CALC should contact the Chief Executive in the first instance. The Chief Executive will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully, the majority of problems can be satisfied by this informal process. The Chief Executive will reply to the complainant within fourteen working days of receipt of a complaint.

If the member council making the complaint is not satisfied by the result of the above informal process, we would welcome the use of the following more formal procedures: -

Formal Complaints Procedure

1 First Stage

- 1.1 Any complaint should be communicated to the Chief Executive or to the Chair if the complaint is about the Chief Executive.

- 1.2 Northants CALC will acknowledge receipt of the complaint within three working days.
- 1.3 The Chief Executive (or Chair) will investigate all circumstances leading to the complaint and ensure that the complainant completes the Complaints Form.
- 1.4 The Chief Executive (or Chair) will inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one working days unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

2. **Second Stage**

- 2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to the Chief Executive (or Chair) of Northants CALC. The case must be put within 7 working days of the complainant's first full council meeting following receipt of the outcome of the First Stage.
- 2.2 The Chief Executive (or Chair) will undertake any further enquiries and report the decision to the complainant within thirty working days.

3. **Third Stage**

- 3.1 If the complainant is dissatisfied with the decision of the Chief Executive (or Chair) they have a right to put their case to the board of directors, which will establish a Hearing Committee and an Appeal Committee, each committee comprising of at least three directors.
- 3.2 The Hearing Committee should undertake an investigation of the complaint and will report the decision to the complainant within thirty working days.
- 3.3 If the complainant is dissatisfied with the decision of the Hearing Committee they have a right to put their case to the Appeal Committee.
- 3.2 The Appeal Committee should undertake an investigation of the complaint and will report the decision to the complainant within thirty working days. The decision of the Appeal Committee is final.

All complaints and positive feedback to Northants CALC will be fully recorded and a report made to the board of directors on any complaints dealt with via this procedure. A written record will be retained of complaints.

Signed:

Position: Chair

Date: 15 May 2021

Review Date: 15 May 2024

Northants CALC

Complaints Form

To proceed with a complaint please complete this form and return to the Chief Executive (or Chair) of Northants CALC. This form will enable the complaint to be dealt with appropriately.

Council name:

Contact telephone number:

E-mail address:

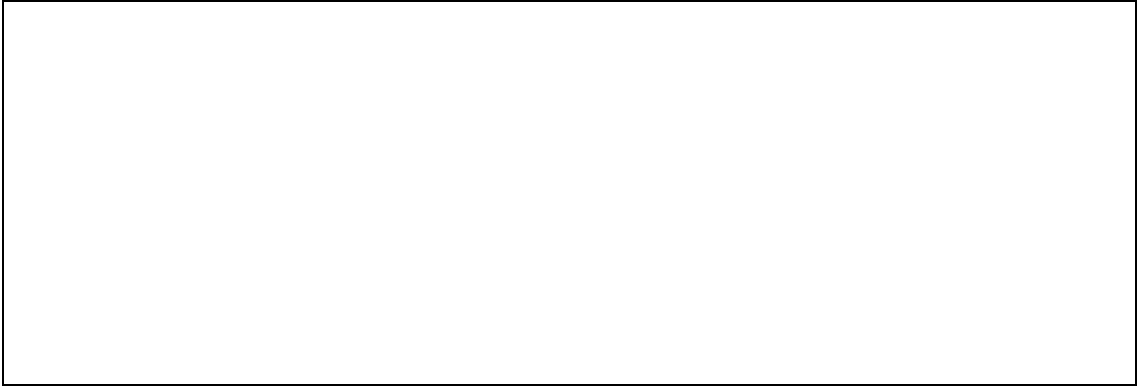
Postal Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with the complaint and communicating with the council.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary



If you have already verbally spoken to the staff member regarding your complaint please give the name of staff:

What do you think should be done to put things right?

Please note that in investigating a complaint Northants CALC will provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Signed on behalf of the council:

Date:

For Office Use

Date Received:

Date Acknowledgement Sent:

Date Outcome of investigation Communicated to complainant:

Outcome of the complaint:

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Chief Executive Signature:	
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Date:	
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