

A guide to help you make a

Comment

Suggestion

Complaint

Compliment

about Hurstbourne Tarrant Parish Council

Hurstbourne Tarrant Parish Council will aim to promote Equal Opportunities for all sections of the community and combat discrimination and disadvantage.

Ian Kitson – Chairman of the Parish Council:

"Hurstbourne Tarrant Parish Council is committed to continuous improvement, recognising that we can always do better. We also want to be open and responsive, listening to your needs and addressing them as quickly as possible.

As part of that commitment we have an established Parishioners Comments and Complaints Procedure which we hope will encourage you to let us know what you think about us and the services we are providing.

The Procedure includes clear standards so you know what you can expect from us. We also have a review procedure so if you are unhappy with the response you receive to a complaint you can have it reviewed by the Chairman of the Parish Council.

The Parish Council believes that comments and complaints provide a real opportunity to measure how well we are doing. We will therefore report on comments we receive to Parish Councillors once a year".

COMMENTS AND SUGGESTIONS
You may have suggestions to make about the ways the service could be improved, and we want to hear about these as well. Use this leaflet to pass on your views.

COMPLAINTS
Complaints - You can also use this leaflet to make a complaint. If you tell us you are not happy with our service, we will take your complaint seriously and do something about it if we can.
You might want to complain about the service you are receiving, or the way you have been treated. There can be all sorts of things that make people unhappy and we want to hear about them. We will try to explain, put things right, apologise if appropriate and make sure that we learn from what you tell us, so it doesn't happen again to someone else. Making a complaint will not disrupt your service.

How to complain - there is a simple two stage process

Informal - Stage I
If you wish to make a complaint about/to the Parish Council, then please use the form attached to this leaflet. This should be completed and sent to the Clerk of the Parish Council. Send the form to the Parish Clerk, Hurstbourne Tarrant Parish Council, Chestnut Cottage, The Dene, Hurstbourne Tarrant, Andover, Hants, SP11 0AN.

Once we receive your comments, we will acknowledge them within three working days and provide a response within 10 working days. If we are unable to provide a full response within 10 working days, we will write to you to let you know when you will receive the final reply.

Formal investigation – Stage II
If you are unhappy with the reply you receive to your complaint you have the right to have it reviewed. Your complaint will be fully and fairly investigated by the Chairman of the Parish Council. Your request for a formal investigation will be acknowledged within three working days and a response sent within 20 working days.

What if you need help to make a complaint?
We are happy for you to have someone else to support you or to make the complaint for you. If someone else complains for you, we will check with you that this is your wish. If you cannot find someone to act on your behalf, we will try to find someone to help you.

The Parish Clerk
Hurstbourne Tarrant Parish Council
Chestnut Cottage,
The Dene,
Hurstbourne Tarrant,
Andover
SP11 0AN
Tel: 01264 736677
E-mail: *theparishclerk@hbt.org.uk*

Hurstbourne Tarrant Parish Council supports the objectives of the Data Protection Act 1998 & the General Data Protection Regulation 2018. Information that you provide will be governed by the requirements of this legislation and may be processed by the Parish Council in the performance of its statutory duties or for purposes required by law.

The form attached to this leaflet can be used for comments, suggestions, complaints and compliments.

Name

Address

Postcode

Tel No (Daytime) (Evening)

e-mail address

Do you want your contact to be treated as a

☐ Comment/suggestion – **do you want a reply?** **Yes / No**

☐ Complaint – **a reply is always provided**

☐ Compliment – **do you want a reply?** **Yes/No**

Description of your comment, suggestion, complaint or compliment.

Please could you complete the boxes overleaf if you are making a complaint to the Parish Council.

How do you feel Hurstbourne Tarrant Parish Council has let you down?

If you have suffered harm or loss please give details:

What would you like us to do to resolve your complaint?

Have you spoken to anyone at the Parish Council about this matter? If so please give details:

Do you feel the Parish Council has discriminated against you because of:

Age ☐ Ethnicity ☐ Gender ☐ Other ☐

Disability ☐

Please complete both sides of this form, using separate sheets of paper if needed, and return to the Parish Clerk.