



# Immingham Town Council

## Complaints Policy

The Council provides members of the public and visitors with services every day. While most of these services are provided to a very high standard, occasionally things can go wrong. We care about providing a good service and genuinely value feedback on how our services measure up.

We want to know if you are unhappy with the service you have received. We take complaints seriously and will look into each complaint we receive.

Complaints are important to us as they provide us with valuable information so we can:

- put things right when they've gone wrong,
- learn from our mistakes, and
- improve the standard of services we deliver

You can expect us to:

- make sure that your complaint is taken seriously and handled sympathetically
- treat your complaint confidentially
- respond to your complaint as quickly as possible
- learn from complaints and improve our services as a result

### **What is a complaint?**

A complaint is where:

- You are unhappy with a service you have received
- You consider we have not done something that we should have
- You are unhappy with the way you have been treated

### **How to complain**

- Telephone on 01469 727272
- e-mail to [enquiries@immingham-tc.gov.uk](mailto:enquiries@immingham-tc.gov.uk)
- In writing to:

The Clerk  
Immingham Town Council  
Civic Centre  
Pelham Road  
Immingham  
DN40 1QF

### **What happens once you've made a complaint?**

A Clerk or the Chair of the Council will look into your complaint, stage 1, and may contact you for further information. Once we have looked into your complaint we will write to you to tell you our response.

### **When will you get a response to your complaint?**

- Where possible, we will provide you with a response within 7 working days.
- If this is not possible, we will write to you within 7 working days to acknowledge your complaint. We will also tell you when you can expect a final response (this should be within 28 days of the date of your complaint).

### **If you are not happy with our response**

If you are not happy with the response you can ask for a stage 2 review, and this will be undertaken by a different member of staff or Councillor. They will then respond as detailed above.

### **If you are still not happy**

If you are still not satisfied following the 2 stages you may then refer your complaint to the Local Government & Social Care Ombudsman, who make take this up for you:

<https://www.lgo.org.uk>

Date agreed: July 2023

Date for review: July 2024