

Complaint Handling Policy

Basingstoke and Deane Borough Council is committed to providing customers with first-rate, value-for-money services. We want to keep improving and, hopefully, exceeding our customers' expectations. To ensure we are doing this we need to know our customers' opinions. We therefore welcome feedback about our services and consider complaints to be a valuable source of information on the operations of the council. The council maintains a positive approach to complaints and aims to handle all complaints in a quick, effective, fair, confidential and honest way.

In order to ensure we continue to provide the best possible complaints handling service, this policy will be subject to ongoing evaluation and annual review.

We will:

- provide an accessible complaints policy and procedure
- ensure all complaints are logged and acknowledged within two working days
- ensure all complaints are responded to within 10 working days
- provide a comprehensive response which is clear and in plain English
- respect your right to privacy and confidentiality
- be polite and respectful and listen to complainants attentively
- take concerns seriously
- investigate complaints impartially, confidentially and with sensitivity
- resolve matters to the best of our ability and, where appropriate, take steps to prevent problems recurring and/or improve our services
- escalate a complaint if the complainant is not happy with the initial response
- regularly reviewing our policy and procedures to ensure they remain clear and easy to understand
- work within statutory and regulatory requirements.

Tony Curtis.

Chief Executive



Certificate No. CMS 537437