



# HAVERFORDWEST TOWN COUNCIL



HELP US TO

**IMPROVE**

OUR SERVICE

COMPLAINTS,  
COMPLIMENTS AND  
COMMENTS

## **INTRODUCTION**

Haverfordwest Town Council is committed to providing high quality services and it is only by listening to our customers that we can find out how well we are doing. This booklet explains in detail how to make a compliment, comment or complaint.

## **COMPLIMENTS AND COMMENTS**

If you have an idea for how we could do things better, tell us. We can look into your suggestion to see how this might work.

If you are pleased with the way we've dealt with you, tell us. We can copy that way of working throughout the Council.

### **Send your comment or compliment to:**

Miss Juliet Raymond, Town Clerk, Picton House, 2 Picton Place, Haverfordwest, Pembrokeshire SA61 1TP.

Telephone: 01437 763771 or e-mail: julietraymond@haverfordwest-town-council.co.uk

You will receive an acknowledgement to your compliment or comment within 5 working days.

Your correspondence will be sent to the relevant Chair of Committee who will take the appropriate action.

## **WHAT CAN I COMPLAIN ABOUT?**

If you are not happy with the way we've dealt with you, we want you to tell us so that we can, where possible, sort out the problem. We take all complaints seriously but there will be times when we can't change a decision (for example, for legal reasons).

You may want to complain if you think that:

- We have not treated you fairly or politely
- We have not done something we should have
- We have done something badly

However, a complaint is not:

- The reporting of a fault, for example a faulty light in the Picton Centre

- The first request for information or an explanation of Council policy or practice
- A matter where there is a right of appeal or legal remedy, such as a statutory appeal board. There will be occasions when you will take these remedies, however we will not be able to consider your complaint while you are taking these actions
- A disagreement with the Council's policies or the application of enforcement regulations.
- A disagreement about the exemptions from the Freedom of Information Act.

**Anonymous complaints of whatever nature will be noted but not formally investigated by the Town Council**

There is a different complaints procedure for the Freedom of Information Act, details of which follow.

**COMPLAINTS RELATING TO THE FREEDOM OF INFORMATION ACT**

If you want to complain about the way that you have been treated, we have not done something that we should have or done it badly, please use the normal complaints process. If you want to complain that we have not provided you with the information requested or about the information that was provided, please contact Miss Juliet Raymond, Town Clerk on 01437 763771.

- You will receive an acknowledgement within 5 working days.
- The contact officer will investigate your complaint within 20 working days. If we are unable to reply within 20 working days, we will write to tell you why and when you can expect a full reply.

**IF YOU ARE NOT SATISFIED WITH YOUR RESPONSE**

You have the right to contact the Information Commissioner, an independent person appointed by the Government to look into complaints relating to the Freedom of Information Act.

The Commissioner will want to know if your complaint can be settled between yourself and Haverfordwest Town Council before starting an investigation.

## **SO PLEASE TRY OUR COMPLAINTS PROCEDURE.**

The address for the Information Commissioner is:

Information Commissioner's Office  
2nd floor,  
Churchill House,  
Churchill Way,  
Cardiff  
CF10 2HH

Tel: 02920 678400  
Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

### **HOW CAN I COMPLAIN**

If you have a complaint about the service you have received then please follow the steps outlined below:

- a) Talk the matter over with the member of staff or councillors you have already dealt with or the Town Clerk
- b) If you are not sure who to contact please call Miss Juliet Raymond, Town Clerk on 01437 763771
- c) We will deal with your complaint within 5 working days

### **WE BELIEVE MOST PROBLEMS CAN BE QUICKLY SORTED OUT IN THIS INFORMAL WAY.**

However, if you are still unhappy, please inform the committee chair from the list overleaf.

- a) Your complaint will be acknowledged within 5 working days
- b) Your complaint will be investigated and you will be informed of the outcome within 20 working days
- c) If we are unable to reply within 20 working days we will write and tell you why and let you know when you can expect a full reply

If your complaint has not been resolved at this point please write to the Mayor within 10 days of receiving a reply.

- a) The Mayor will carry out a separate and independent investigation into your complaint

- b) You will receive an acknowledgement within 5 working days
- c) You will get a full reply within 20 working days

**WE HOPE OUR COMPLAINTS PROCEDURE WILL HELP RESOLVE ANY PROBLEMS YOU MAY HAVE WITH THE WAY OUR SERVICES ARE PROVIDED.**

### **COMPLAINTS PROCEDURE**

All complaints received by Councillors and/or staff about staff, councillors or service delivery must be:

- a) Put in writing, signed and dated by the complainant
- b) Reported to the Town Clerk as soon as possible
- c) Entered into a register immediately
- d) Acknowledged within 5 working days
- e) Investigated by the Town Clerk or Chair of Personnel, Policy and Finance if the complaint is against the Town Clerk, with strict adherence to Council's Disciplinary Policy and Procedure when appropriate
- f) Responded to within 20 working days and if we are unable to respond within that time we will write and explain why
- g) Reported to Council via the appropriate committee

### **ALL ENQUIRIES TO:**

Miss Juliet Raymond  
TOWN CLERK/FINANCIAL OFFICER  
HAVERFORDWEST TOWN COUNCIL,  
PICTON HOUSE,  
2 PICTON PLACE,  
HAVERFORDWEST,  
PEMBROKESHIRE  
SA61 1TP  
TEL: 01437 763771

**e-mail:** [julietraymond@haverfordwest-town-council.co.uk](mailto:julietraymond@haverfordwest-town-council.co.uk)

### **WHAT CAN I DO IF I WANT TO COMPLAIN FURTHER?**

If you want to complain further, you have the right to contact the Local Government Ombudsman, an independent person who is appointed by the Government to look into complaints of

maladministration (bad practice) against local authorities. The address is shown below. The Local Government Ombudsman will usually want to know if your complaint can be settled between yourselves and Haverfordwest Town Council first, before starting an investigation.

### **SO PLEASE TRY OUR COMPLAINTS PROCEDURE**

The address for the Local Government Ombudsman is:

Public Services Ombudsman for Wales  
1 Fford yr Hen Gae,  
Pencoed  
CF35 5LJ  
Tel: 0300 790 0203  
**website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)**

The list of Committee Chairs referred to above is as follows:

Mayor: Cllr A Buckfield  
Personnel, Policy and Finance: Cllr W R Thomas  
Management, Estates and Strategy: Cllr A V Griffiths