

BANBURY TOWN COUNCIL COMPLAINT FORM

Your name.....
Address.....
.....
.....
Telephone number.....
Email (optional).....

Your complaint

BANBURY TOWN COUNCIL

Complaints
procedure
information
leaflet



How and why to complain about our services

Banbury Town Council wants to hear people’s comments and is committed to using the complaint procedure to continually improve its services.

Important information about areas of improvement can be obtained from a single complaint and from patterns of complaints.

Please continue on a separate sheet if necessary.

Take or post your complaint to The Town Clerk, Banbury Town Council,
Town Hall, Bridge Street, Banbury, OX16 5QB.

WHY SHOULD YOU COMPLAIN?

Banbury Town Council does everything it can to get things right first time.

When something goes wrong, however, we need to know.

Firstly so that we can put it right, and secondly so that we can make sure it doesn't happen again.

WHAT SHOULD YOU COMPLAIN ABOUT?

A complaint is an expression of dissatisfaction about the standard of service, and actions or lack of actions by Banbury Town Council or its staff which affect an individual or a group of people.

WHAT WILL HAPPEN TO A COMPLAINT?

Everyday problems and minor complaints. The council receives queries, problems and comments on a day to day basis and these are generally dealt with quickly and to the customer's satisfaction.

Informal complaints about services can be made to officers and these are usually resolved speedily by the officer concerned without the need for a formal complaint.

Formal complaints or dissatisfaction with the outcome of a minor complaint should be made to the Town Clerk. These will be recorded and the Town Clerk will investigate each complaint.

The complainant will receive an acknowledgement by return of post and the investigation will be completed within 14 days, or progress reports will be issued every 14 days.

Any complainant not satisfied with the Town Clerk's response will be advised of their right to have the complaint referred to the Councillors' Panel. Anonymous complaints will be dealt with at the Town Clerk's discretion.

HOW TO COMPLAIN

Minor and informal complaints. By visiting the Town Hall in Bridge Street, Banbury, between 9am and 4pm Mondays to Fridays, by telephoning the council on 01295 250340, by faxing the council on 01295 250820, by email to town.clerk@banbury.gov.uk

Formal complaints should be made by letter or on the form overleaf.

WHO CAN COMPLAIN?

Anyone can make a complaint themselves or ask someone to complain on their behalf. For example, a local councillor or the Citizens' Advice Bureau could be asked to help with a complaint.

RESOLUTIONS AND REMEDIES

The aim in dealing with a complaint is to reach a resolution or remedy that satisfies the complainant.

Banbury Town Council strives to improve the quality of life for people living in Banbury and works to enhance the attractiveness of the town as a place in which to live, work, visit and invest.

Its objectives are

- * To provide a strong and independent voice for Banbury
- * To provide high standard and cost-effective services
- * To promote Banbury as a clean, safe, welcoming and prosperous town
- * To preserve and enhance the traditions, character and identity of the town
- * To work in partnership with others to achieve more for Banbury.

A copy of our full complaints procedure can be obtained on request at the town hall.