

Comments, Compliments and Complaints

Perranzabuloe Parish Council is committed to providing a high standard of service to all its parishioners. As part of our continuing effort to improve the services we provide, we need to know when people are dissatisfied with the service they have received.

We would also like to know when we 'get it right' so that this standard can be maintained, and welcome any suggestions on how we can improve our services.

Comments and Compliments

To pass on a comment or compliment, please choose from the options below:

- Phone us on **01872 572727**
- Write to us at Chyanhale, Ponsmere Valley, Perranporth, TR6 0DB

Perranzabuloe Parish Council's Complaint Procedure

Stage 1 – Making a complaint

Once a complaint has been made, We will aim to resolve your complaint straight away but if this is not possible, an acknowledgement will be sent within 24 hours advising the name and telephone number of the person to be contacted in the event of any further queries on your complaint.

If possible, the complaint will be dealt with straightaway, but more time may be needed to investigate and reply. In this event, we will explain why and new timescales will be given (e.g. when a complaint is particularly complicated).

Stage 2 – Not satisfied with our response?

If not satisfied, the complainant may ask for it to be reviewed by a senior councillor. You should expect a response within 20 working days.

It is hoped that the Complaints Procedure will quickly resolve any problems you may have. However, should this is not be the case then you can refer your complaint to Cornwall Council or the Local Government Ombudsman.

Information on "How to complain to the Local Government Ombudsman" can be found at lgo.org.uk/complain or by picking up a copy of the leaflet from

Requests to escalate your complaint at each step should be made within one calendar month of receiving the Council's response.

Complaints against Councillors: Council will forward a copy of this policy to anyone making a complaint against Councillors. A complaint of this kind should be made to the Cornwall Council Monitoring Officer at County Hall, Truro.

Local Government Ombudsman

The Local Government Ombudsman is independent of Cornwall Council. In most cases the Council must have had the opportunity to respond to the complaint before the Ombudsman will consider it. However, you have the right to contact the Local Government Ombudsman at any time about your complaint and they will advise you whether they are able to investigate. More information about the Ombudsman can be found on the Local Government Ombudsman website or you contact the Ombudsman by email at advice@lgo.org.uk

Or you can write or phone: **Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH**

Telephone: 0300 061 0614: Fax: 024 7682 0001