

YOUR GUIDE TO OUR COMPLAINTS PROCEDURE

STAGE 1: COMPLAINT

You can make a complaint in person, by phone (01462 624885), via our website (www.icklefordpc.com), by email, (mail@icklefordpc.com) or by letter (16 Walnut Way, Ickleford). Once received your complaint is logged for action by the clerk and then presented to the appropriate Councillor.

We will acknowledge your complaint within 4 working days. We aim to get a full response to you within 4 to 10 working days unless reference to higher authority

STAGE 2: APPEAL

Are you satisfied?

Yes -
No further action.

No

If you are not satisfied with our response, we have an appeal process within 14 days of our initial response to you. Contact the clerk of the Council stating why you are not satisfied and the chairman will look at the issue and present your complaint to all the Councillors at the next monthly meeting.

STAGE 3: LOCAL GOVERNMENT OMBUDSMAN

Are you satisfied?

Yes -
No further action.

No

The council's decision at appeal is final. However, if you are still unhappy, you now have the right to appeal via the Local Government Ombudsman.

Website: www.lgo.org.uk
Telephone 0207 217 4620