



Brean Parish Council

Clerk Hazel Brinton BA (Hons) 60, Worle Moor Road, Weston Village,
Weston-super-Mare,
North Somerset BS24 7EG
Tel. 07341 977235 email breanparish@aol.com

COMMENTS, COMPLIMENTS & COMPLAINTS

As a Council we are committed to delivering high quality services. We value your feedback, it enables us to resolve problems and improve our services. All comments and complaints are taken seriously and handled sensitively.

COMMENTS

Comments give us ideas on how we can improve services, save money or provide information to you. These can be on any aspect of services we provide or information we hold.

COMPLIMENTS

Compliments let us know when you are happy with our service and help us to know what we are doing well and how we could improve other services.

COMPLAINTS

We consider a complaint to be an expression of dissatisfaction with the actions, lack of actions or the standard of service provided by the Council. By complaining you give us the opportunity to put things right and review the way we do things in the future. We are committed to dealing with complaints fairly and efficiently. We record and monitor all complaints and hope that most can be resolved quickly and informally.

THE COMPLAINTS PROCEDURE

We have a two stage complaints procedure. Normally a complaint will start at stage one and our aim is to resolve the matter here.

STAGE ONE

1. Your complaint will be dealt with initially by the Clerk of the Council.
2. We will acknowledge your complaint within 7 (seven) working days.
3. We will respond fully within 28 (twenty eight) working days.
4. If you are unhappy with the response you receive you can request that the complaint is reviewed by the Chairman.

STAGE TWO

The Chairman will review your complaint and respond within a further 14 (fourteen) working days. If we are unable to answer your complaint in this timescale we will contact you to let you know when you can expect a full reply.

If you are unhappy with this response your complaint may be placed before the full Council, who may consider it at a "closed" meeting, and a response will be made within 14 (fourteen days) of that meeting.

MONITORING COMPLAINTS

We want to learn from complaints and so we record and review them. If you require further information or want to give us feedback please contact us.

Online www.brean.org

E mail breanparish@aol.com

Telephone 07341 977235 (Clerk)

Alternatively you can make your complaint in writing by post to :-

Hazel Brinton BA (Hons)
60, Worle Moor Road
Weston Village
Weston-super-Mare
North Somerset
BS24 7EG