

## **CUSTOMER COMPLAINTS PROCEDURE (HOW TO MAKE A)**

The purpose of this sheet is to tell you:

How to complain to Godalming Town Council or Godalming Joint Burial Committee; and how they will deal with your complaint.

### **1. HOW TO COMPLAIN**

#### **How do I Make a Complaint?**

If you feel the Council has done something wrong or badly, or failed to do something, the first thing you should do is contact the Officer you have been dealing with. You should ask them to put things right for you or explain why the Council has acted in this way. If you remain dissatisfied, you may wish to make a formal complaint by following the advice on this sheet.

To help us deal effectively with your complaint you will need to tell us:

- What the problem is and how it has occurred.
- How it has affected you.
- What you consider we should now do to put the matter right.

#### **What Can I Complain About?**

A complaint must be about something specific. It is most likely to be about one or more of the following:

- The standard of service provided by the Council
- Failure by the Council to provide an agreed service
- Failure by the Council to respond to a request for a service
- That the Council has exceeded its powers
- That the attitude or conduct of an Officer has been unacceptable
- The Council has not followed an agreed procedure
- Maladministration by the Council (ie. delay, muddle, bias or confusion)

#### **What Can I Not Complain About?**

This procedure does not cover:

- Requests for a service
- Requests for information or an explanation of Council policy or practice
- Complaints about Councillors
- Complaints made more than 12 months after the events complained about unless there are exceptional circumstances as to why the complaint could not have brought within this time.

If, after reading the guidance above, you are not sure if your “complaint” is covered by this procedure, please write to the Town Clerk explaining what your complaint is. The Town Clerk will look into the matter and notify you accordingly.

Complaints about Councillors should be made directly to:

The Monitoring Officer  
Waverley Borough Council  
The Burys  
Godalming  
Surrey GU7 1HR

Tel: 01483 523333

## **2. HOW WILL YOU DEAL WITH MY COMPLAINT?**

Complaints differ widely in nature and complexity and in dealing with any complaints made in accordance with the Customer Complaints Procedure we will seek to apply three basic principles:

1. To investigate a complaint as quickly and as impartially as possible. This will initially be done by the Officer you have been dealing with.
2. To provide you with a full response that outlines the findings of the investigation and, wherever possible, resolves the matter to your satisfaction.
3. To keep the steps of the Customer Complaints Procedure, as set out below, separate from each other.

### **What Happens in the Complaints Procedure?**

#### **Step 1**

You should first contact the Officer you have been dealing with and explain the issue to them. The Officer you talk to may be able to help you there and then, or at least indicate if the matter can be resolved.

If you are not satisfied, you should write to the Town Clerk. The Town Clerk will acknowledge your complaint within 5 working days of receipt and will provide you with a full response within 10 working days of receipt.

#### **Step 2**

If you are not satisfied with the outcome of Step 1, you can write to the Chair of the Policy & Management Committee or the Chair of the Joint Burial Committee and ask them to review your complaint. If your complaint relates to the Town Clerk, the Chair of the Policy & Management Committee will review the complaint. The Chair of the Policy & Management Committee or the Chair of the Joint Burial Committee will acknowledge your complaint within 5 working days of receipt and will provide you with a full response within 30 working days of receipt.

You can write to the Town Clerk at:

Godalming Town Council  
107-109 High Street  
Godalming GU7 1AQ  
Telephone: 01483 523575  
E-Mail [townclerk@godalming-tc.gov.uk](mailto:townclerk@godalming-tc.gov.uk)  
Website: <http://www.godalming-tc.gov.uk>

You can write to the Chair of the Policy & Management Committee or the Chair of the Joint Burial Committee at the address given above or e-mail them at [office@godalming-tc.gov.uk](mailto:office@godalming-tc.gov.uk)