

networkfareham Board Meeting
Monday 1 June 2009

Item 7 Briefing Paper
Complaints procedure

INTRODUCTION

1. Complaints are unlikely to happen as a result of networkfareham's activities. Some activities touch closely on the lives of local people and community bodies. These may be matters of grant funding or consultation arrangements that may lead to a complaint.
2. The partnership is advised to have a simple procedure for bringing about an early and satisfactory resolution of complaints.

PROCEDURE

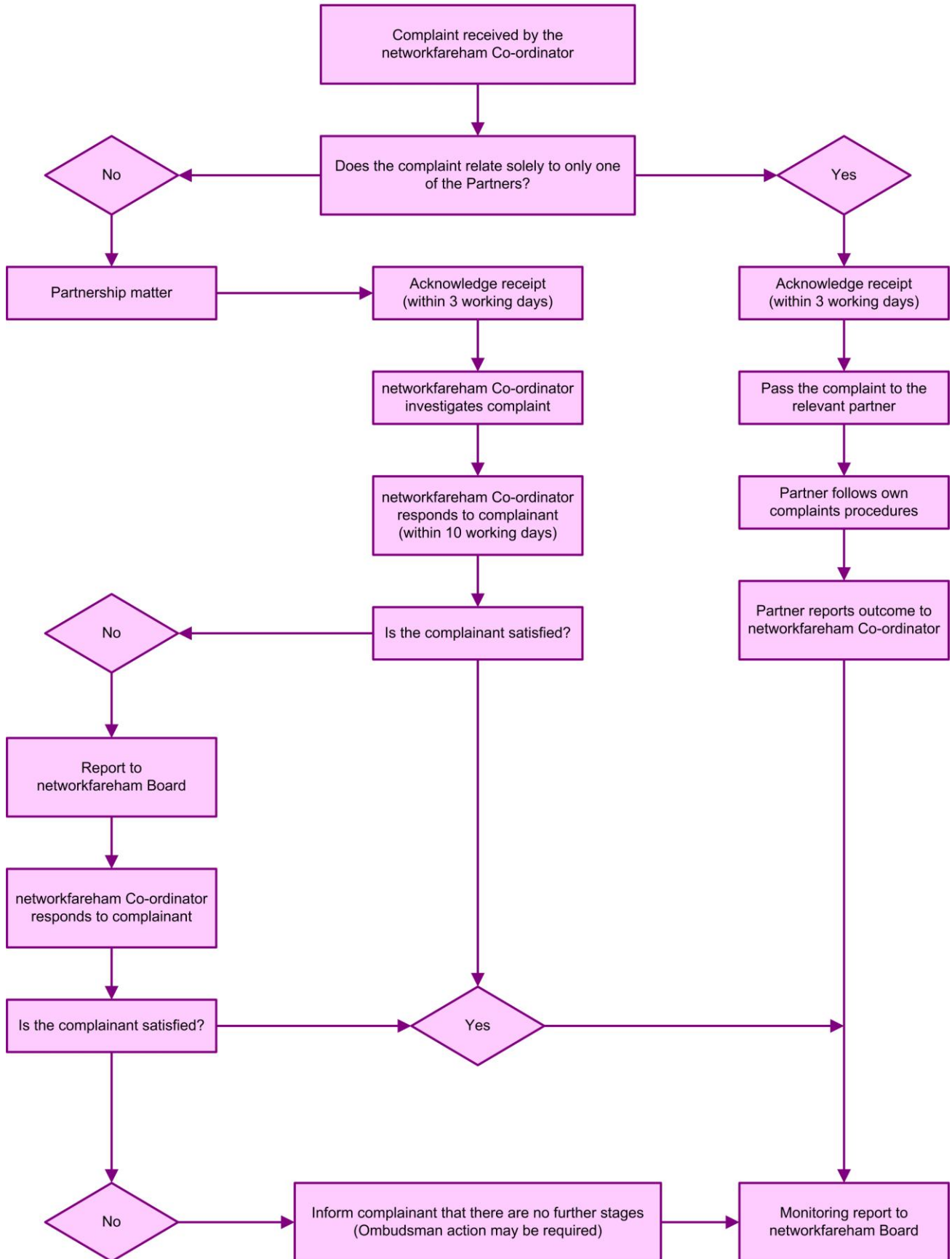
3. It is proposed that, firstly, all complaints are received by the networkfareham Co-ordinator.
4. Those complaints that are a partnership matter would be investigated and responded to by the networkfareham Co-ordinator with the right of an appeal to the Board if the complainant remains dissatisfied.
5. Those complaints relating to one partner only would be dealt with through that partner's complaints procedure and the outcome reported back to the networkfareham Co-ordinator.
6. The Board would receive a monitoring report on all complaints received.
7. A flowchart of the proposed procedure is shown in Appendix A.
8. Advice on how to make a compliment, suggestion or complaint is shown in Appendix B.

RECOMMENDATION

9. That the Board adopts the proposed complaints procedure.

Appendix A

networkfareham Complaints Procedure



Appendix B

Compliments, suggestions and complaints

networkfareham welcomes compliments, suggestions and complaints. It is important for us to know how well we are doing. Your feedback will help us to improve our services to you.

Pleased with what we have done? Got a suggestion on how to do things better? If so, we would like to hear from you. Just follow the contact details below. Your views can help us to spread good practice to other areas of our work.

Sometimes things can go wrong. If this happens, please tell us first. We will thoroughly look into your complaint. Where we are at fault we will apologise and tell you how we will put matters right.

Please let us know your name and address when you contact us. It will help us to report back to you. Your details will be treated in confidence. Anonymous complaints will be recorded but only the serious ones will be looked into.

The next steps tell you how to make a complaint.

Step 1 – Making a complaint

- Phone or write to Fareham Borough Council's Partnerships Officer:

Phone number: 01329 236100 Ext. 4335
Email: networkfareham@fareham.gov.uk
By post: Partnerships Officer,
FREEPOST,
Fareham Borough Council,
Civic Offices, Civic Way,
Fareham PO16 7BR.

- Give your name, address and phone number and full details of your complaint.
- Your complaint will be acknowledged within three working days and passed to networkfareham's Co-ordinator who will try to deal with it straight away. You should receive a written response within a further seven working days.
- If we cannot help you straight away, we will send you a letter within ten working days. This will tell you about what we are doing to help you.
- Your complaint may be about one of our partners who is providing a service for the partnership. If so, we will pass on your complaint to be dealt with by that partner's complaints procedure.

Step 2 – If you are still not satisfied

- You can ask the **network**fareham Board to review your complaint.
- Contact Fareham Borough Council's Partnerships Officer who will arrange for a report to go to the next Board meeting.
- An authorised officer may ask to run through the complaint with you.
- We will reply to you within ten working days of the **network**fareham Board meeting.