



## **POLICY STATEMENT**

### **COMPLAINTS, COMPLIMENTS AND SUGGESTIONS**

#### **OVERVIEW**

The Romsey Town Council aims to ensure that all complaints are investigated fairly and thoroughly. Communication with the complainant will be undertaken in an open and professional manner.

The Council aims to ensure that all compliments are communicated to relevant parties.

Comments will be viewed as a tool to assess the service and all views and suggestions are positively encouraged.

#### **DETAIL**

The Romsey Town Council will adhere to the Standing Orders and membership requirements of HALC and other relevant bodies.

The procedure for complaints, compliments and suggestions will be displayed in the Town Hall.

All complaints will be dealt with confidentially, swiftly and efficiently.

There will be a procedure making residents aware of their right to complain, give compliments and make suggestions.

There will be a system for recording and dealing with complaints, compliments and suggestions. Complainants will be informed of action taken as a result of their complaint.

Suggestions from residents will be positively encouraged.

The Town Council will annually review complaints, compliments and suggestions records.

**LAST REVIEWED:** January 2022

**NEXT REVIEW DATE:** January 2027

