



# PITSTONE PARISH COUNCIL

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## Pitstone Community Car Scheme

### External Complaints Policy

This policy relates to complaints and feedback by external parties including volunteer car scheme users regarding volunteers and activities.

#### What is a Complaint?

A complaint is defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of the scheme by an external individual or organisation in relation to our activities.

A complaint may arise as a result of one of the following:

- A misunderstanding of the role.
- Poor performance by the scheme.
- Poor perception or even ill-will by the person making the complaint.

#### Commitment to Handling Complaints

- We aim to improve and continue to offer high standards of service to our clients.
- We will listen to and investigate any instances when you feel that the scheme has failed to meet a high standard of service to the community.
- If the scheme receives a complaint about your conduct, you will be told the name of the person who will be responsible for looking into the complaint and we aim to keep you informed of progress until the matter is closed.
- Whatever the cause, we commit to fully investigating the complaint, identifying its cause and, if possible, taking remedial and preventive action.

#### What to do if you have a complaint

- If you wish to make a complaint, please submit the written details to the co-ordinator in the first instance, then it will be handled efficiently and taken seriously by the scheme.
- Please attach any relevant correspondence or information.
- If you make a complaint verbally, the person receiving the complaint will report it to the co-ordinator as soon as possible.
- Once a complaint is received in writing we will send an acknowledgement email or letter within 7 working days of receipt of the complaint.
- The co-ordinator will then respond to you, usually in writing, answering all points raised. We intend to respond fully within 28 days of receipt of your complaint; if this is not possible, we will inform you within 28 days of the likely date for a response given and the matter concluded.

- At this point we hope to have answered all your concerns and that you will be happy with the response and any action the scheme has taken as a result.

A 'Complaints Register' will be maintained by the co-ordinator and will be kept up to date with details and dates of all complaints received, investigative reviews undertaken, and responses given.

### **Review**

These Guidelines were adopted by Pitstone Parish Council on ..... *24<sup>th</sup> February 2022*.....

minute reference ..... *355/21*..... and will be reviewed on at least an annual basis.

Signed on behalf of Pitstone Parish Council by:

*D Nicholls*

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Chairman