

## **MILTON PARISH COUNCIL COMMUNITY CARE SCHEME**

### **HOW TO MAKE A COMPLAINT, COMPLIMENT OR DONATION**

1. Clients (either the scheme member or their family) should talk to the Community Care Warden, who will pass on their compliments, suggestion or complaint in writing to the Parish Clerk.
2. In the case of a donation, this should be by cheque made out to Milton Parish Council, and will be passed to the Clerk. Our Warden Scheme is funded by Milton Parish Council, with grant support from South Cambs District Council and Milton Charities along with members fees, and we welcome donations.
3. If clients want to talk to the Clerk about the operation of the scheme or about the Warden's actions, they can phone her on 861447 or drop a note in at the Parish Office in Coles Road.
4. Any compliment, suggestion or donation will be reported to the next meeting of the Community Care Committee.
5. If clients make a complaint we would prefer it to be in writing, but if it is not in writing the Clerk will write down the name and contact details of the complainant and the nature of the complaint. Please make it clear that this is a complaint.
6. The complaint will be dealt with within 21 days of receipt.
7. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example) he or she should write to the Chairman of the Community Care Committee.
8. On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his or her own actions) or Chairman of the Community Care Committee (if the complaint relates to the Clerk), will first notify any person complained about and give them an opportunity to comment. They will then seek to settle the complaint directly with the complainant.
9. The Clerk to the Council (or Community Care Chairman) will report any action to resolve a complaint to the next meeting of the Committee.
10. If the complaint is not resolved in this way, the Council's main Complaints Procedure can be followed, and the Chairman of Council will be involved.
11. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.
12. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
13. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

**REVIEWED and APPROVED by Council on 9 October 2019**