

COMPLAINTS PROCEDURE

The Upper Medway IDB realises that, despite our best efforts, we may not meet your expectations and, therefore, we have a procedure for dealing with complaints.

Please let us know if you are unhappy with the standard of service.

Steps to follow

1. In the first instance, if you are unhappy with the way you have been dealt with; go back to the person in the Board who handled the matter in the first place.
2. If you are still not satisfied, then we will formally investigate further. Please complete the attached document, providing as much information as possible, using an extra sheet of paper if necessary.
3. Your complaint will be acknowledged and details will be provided on who you can contact to discuss the matter further.
4. Your complaint will be investigated and, where possible, a written response will be sent within 15 working days. If the matter will take longer to investigate, you will be informed of this.
5. If you are not satisfied with our response, please let us know. If possible, the matter will be investigated further and reviewed, if necessary, at a more senior level.

The Local Government Ombudsman

If you remain unhappy you may refer your complaint to the Local Government Ombudsman (LGO), who works independently of the Board. However, the Ombudsman will normally expect you to have tried to resolve any complaints with the Board first.

Any complaint to the Ombudsman will need to show that something went wrong and an injustice was caused. The LGO might not investigate your complaint if they consider the injustice is only slight, or if they feel the Board has already taken satisfactory action to resolve it.

The Local Government Ombudsman has a leaflet entitled "Complaint to the Council? How to Complain to the Local Government Ombudsman". This leaflet refers to Councils, but the same principal applies to IDBs. There is also a leaflet on the LGO website entitled "How the Ombudsman will deal with your complaint". Copies of these leaflets are available by calling 0845 602 1983, or downloading them from www.lgo.org.uk

If you wish to Complain

You can print off the Complaint Form and submit it to the office.