



COMPLIMENTS & COMPLAINTS PROCEDURE

1. Introduction

Tendring Crime and Disorder Reduction Partnership welcomes useful comments and complaints as they help us to improve our services. So it is very important for us to know how we are doing.

We would like to know when others are pleased with what we have done. Compliments highlight good practices which might be introduced to other areas of work. If you would like to praise a service or a member of the CDRP, please write a letter to the Crime and Disorder Reduction Partnership (details below) who will record your views and make sure your compliment is passed on as appropriate.

It is also recognised that there will be occasions when the CDRP's actions do not meet reasonable expectations of the public. If this is the case we want to be the first to hear about it. If you need to complain about the way in which a matter was handled, your complaint will be investigated and, if we are at fault, we will apologise and tell you what we will do to put matters right.

We will record anonymous complaints, but we encourage everyone to give names and addresses so that we can report back. Your details will be treated confidentially. We will investigate serious complaints even if they are anonymous.

2. To make a complaint, this is what you should do:

If you are not satisfied with our service and want to complain, the complaint should be sent by letter, within three months of the matter about which the complaint is made, to the Community Safety Manager (marked "confidential"). The Community Safety Manager will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Community Safety Manager, the complaint should be addressed to the CDRP Chair (marked 'confidential'). At this, and any subsequent stage, the complaint may be accompanied or supported by a friend, but not a legal representative.

3. This is what the CDRP will do:

The Community Safety Manager (or CDRP Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally 20 working days of the complaint being

received. If the complaint is found to be justified, the Community Safety Manager(or CDRP Chair) will agree any further action with the complainant

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three CDRP members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Community Safety Manager (or CDRP Chair) will keep the CDRP members informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

If you have a complaint, please contact:

CDRP Manager (or Chair)

C/o Council Offices

Thorpe Road

Weeley

Essex

CO16 9AJ

01255 686353

lthornton@tendringdc.gov.uk