

Doncaster East Internal Drainage Board

COMPLAINTS PROCEDURE

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1. Introduction

- 1:1 Despite our best endeavours, we recognise that things may not always meet your expectations and therefore follow a standard procedure to ensure that any issues and complaints that you may have are investigated fully and fairly and dealt with in a consistent way.
- 1:2 We want to hear from you if you are unhappy with our services. If the person you have been dealing with has failed to resolve the matter to your satisfaction, there are two ways to take this forward:
- The first is to complete Form A below to raise the issue with the Senior Management Team.
 - Should the matter be of such gravity that you wish to express your dissatisfaction formally, you can register a formal complaint by completing Form B to bring this to the direct attention of the Chief Executive and the Board.
- 1:3 All issues raised and formal complaints will be reviewed by the Senior Management Team to ensure that they are investigated and resolved satisfactorily and so that we can learn from our mistakes and improve our customer service.
- 1:4 If you are unable to download or are experiencing difficulty completing the forms below, please give us a call and we will go through this with you on the phone.
- 1:5 If you wish to complain about the handling of a Freedom of Information or Environmental Information Regulations request please follow the procedures laid out in our Access to Information Policy and Charging Policy.

2. The Steps to Follow

- 2:1 Raising an Issue with the Senior Management Team - Some issues can be dealt with immediately and we would like to put things right straight away if possible, before going down the formal route. Should you be unhappy with the way we have dealt with you, the first step is to go back to the person who handled the matter in the first place and/or complete Form A to ensure that the issue is brought to the attention of the Senior Management Team and is formally recorded.
- 2:2 Making a Formal Complaint - Should you wish to make a formal complaint please complete Form B. You should set out what went wrong and what you think the Board should do to put things right. Provide as much information as possible and include any reference numbers and dates of correspondence etc. All formal complaints will be referred to the Chief Executive and the Chairman for investigation and the Board will be informed.

3. Timescales

- 3:1 Whether you raise an issue or make a formal complaint, we will acknowledge receipt within five working days either in writing or by phone to ensure that we have understood your concerns correctly. We will advise you who is dealing with the matter and how they can be contacted.
- 3:2 We will investigate the issue/complaint and, where possible, send a written reply to you within 15 working days of receipt. If the matter requires further investigation, we will let you know the reason for the delay and when a full reply will be sent.
- 3:3 If you are not satisfied with our full reply, please let us know why. If possible, we will investigate further and, where necessary, review your concerns at Board level. We will keep

you informed of progress and provide a further reply within 15 working days of receiving your letter.

4. The Local Government Ombudsman

- 4:1 If you remain dissatisfied with the way we have dealt with a complaint you may refer it to the Local Government Ombudsman, who works independently to the Board, investigating allegations of maladministration causing injustice to the person who has complained. However, the Ombudsman will usually expect you to have tried to get your complaint settled by the Board first.
- 4:2 Any complaint to the Ombudsman must involve more than a disagreement with the Board and needs to show that something went wrong and an injustice was caused.
- 4:3 The Ombudsman might not investigate your complaint if he considers that the injustice is only slight, or if the Board has already taken, or is willing to take, satisfactory action to resolve it.
- 4:4 Detailed information is available on the Local Government Ombudsman website www.lgo.org.uk or by calling the Adviceline on 0845 602 1983.

5. Why we want to hear from you

- 5:1 Providing an efficient and effective service for the local community is important to us and we are regularly reviewing and monitoring our performance to ensure ratepayers and customers are satisfied with the service we provide.
- 5:2 Your views or suggestions will help us to see what we are doing well and the areas where we need to improve.

6. Forms

- 6:1 Please see the attached forms A and B on the following pages. All queries and complaints should be sent c/o Lindsey Marsh Drainage Board, Wellington House, Manby Park, Manby, LOUTH, Lincolnshire, LN11 8UU. Telephone: 01507 328095. Email: enquiries@deidb.co.uk

FORM A - Raising an Issue with the Senior Management Team

Name:	
Address:	
Telephone:	
Email:	
Details of the issue - please include the name of the Officer originally dealing with the matter if applicable:	
Signed:	
Date:	

Details of the issue and your concerns will be recorded and a member of the Senior Management Team will be assigned to investigate the matter. An acknowledgement will be sent to you within five working days confirming the name of the Officer dealing with the matter.

Within 15 working days of receipt of your complaint, either a full response, or a progress report if further investigation is required, will be sent to you.

If you are still not satisfied with the reply you receive then you should write again to the above address and arrangements will be made for a review to be carried out by the Chief Executive or the Board.

For official use:

Date received:		Reference number:	
Referred to (Officer):			
Action taken:			
Resolved satisfactorily:			

FORM B - Making a Formal Complaint to the Board

Name:	
Address:	
Telephone:	
Email:	
Details of your complaint including location if applicable: <i>Continue on separate sheet if necessary and attach any relevant information.</i>	
Action required to remedy the issue:	
Signed:	
Date:	

Your complaint will be logged and referred to the Chief Executive and the Chairman of the Board. An acknowledgement will be sent to you within five working days. Within 15 working days of receipt of your complaint, either a full response, or a progress report if further investigation is required, will be sent to you.

All formal complaints will be brought to the attention of the Board. Board meetings are held in January, March, June, September and November.

For office use:

Date received:		Reference number:	
Referred to (Officer):			
Action taken:			
Resolved satisfactorily:			