

West Northamptonshire Development Corporation



WNDC
www.wndc.org.uk

Making Complaints, Comments and Compliments



Maintaining a quality service

We are committed to providing the highest standards of service to everyone we deal with. Your feedback helps us maintain this service and ensure we are doing our job well.

If something goes wrong, we want you to tell us as soon as possible. We will aim to ensure that complaints are dealt with quickly, efficiently and fairly.

Equally, if you have some comments or compliments about our service, then we also welcome your feedback.

Making a comment or compliment

If you wish to make a comment or compliment regarding a service provided by WNDC, or one of our employees, simply contact us by phone, email or letter, using the contact details on the back of this leaflet. If you have complimented a member of staff, that officer will be commended by their Manager. If you have made a comment then your ideas will be forwarded to the most appropriate person to consider and respond to you.

Complaint procedure

A complaint for the purposes of this procedure is one that relates to;
“Any expression of dissatisfaction with the service provided or action carried out by a Corporation employee or person or body acting on behalf of the Corporation”

It does not include;

- Dissatisfaction with policies produced by government, the local authorities or WNDC. This should be dealt with in normal correspondence
- Dissatisfaction with a person or organisation applying for Corporation funding or a contract
- Dissatisfaction about Board Members – WNDC has a separate Code of Practice for Board Members
- Complaints that are currently the subject of legal proceedings

Want to make a complaint?

Stage One – Informal

If you have a complaint about our services you should firstly contact the member of staff you have been dealing with. It is usually possible to resolve complaints in this way. You can telephone, fax, post or email your complaint. If you prefer, you may ask a friend or relative to make a complaint on your behalf, or you may ask a voluntary or community group to take up your complaint with us. We will aim to resolve your complaint informally either in person or in writing.

Stage Two – Formal

If it is not appropriate to contact the staff member directly as referred to in Stage One, or you are not satisfied with the Stage One response, you should contact ‘The Complaints Officer’ at WNDC, at the address on the back of this leaflet. They will refer the complaint for internal investigation by the appropriate Director.

Stage Three – Chief Executive review

If having considered the response from the Director concerned you are still dissatisfied with the resolution of your complaint, you may refer your concern to the Chief Executive by writing to the address on the back of this leaflet.

Response time

We will acknowledge your complaint within 5 working days. After each complaint stage we will provide a full response with 10 working days of receipt unless further investigation is required, in which case we will advise you of the reasons for the delay and provide an alternative timescale for a full response.

Confidentiality

All complaints are treated as confidential. Your identity will only be revealed to members of staff who are dealing with your complaint, unless you have made allegations about third parties in your complaint or the law requires us to identify you in accordance with the principles of natural justice.

What to do if you are not satisfied with our response

If having followed the 3-stage procedure above you feel that;

- You have been caused an ‘injustice’ as a result of maladministration by the Corporation; or
- You are not satisfied with the Corporation’s response

You can complain to the Parliamentary Ombudsman. The relevant contact details are on the back of this leaflet.

Key contact details

For formal complaints, comments or compliments:

Complaints, Comments and Compliments
West Northamptonshire
Development Corporation
PO Box 355
Franklin's Gardens
Northampton
NN5 5WU

Tel: 01604 586 600
Fax: 01604 586 648
Email: info@wndc.org.uk

If you remain dissatisfied or feel that you have suffered an injustice as a result of maladministration:

The Parliamentary Ombudsman
Millbank Tower
Millbank
London
SW1P 4PQ

Tel: 0845 015 4033
Fax 020 7217 4000
Email: phso-enquiries@ombudsman.org.uk

For stage three complaints only:

The Chief Executive
West Northamptonshire
Development Corporation
PO Box 355
Franklin's Gardens
Northampton
NN5 5WU

Or, if your original complaint was regarding a planning matter:

LGO Advice Team
The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983
Text: 0762 480 4299
Fax: 024 7682 0001
Email: advice@lgo.org.uk