



# **Compliments, comments & complaints policy**

Date: January 2019

Version 2.0

## **Contents Page**

<b>1. Introduction</b>	<b>3</b>
<b>2. How to tell us your views</b>	<b>3</b>
<b>3. Compliments, comments &amp; complaints</b>	<b>4</b>
<b>4. Making a complaint</b>	<b>5</b>
<b>5. Local Government Ombudsman</b>	<b>6</b>

## 1. Introduction

- 1.1. Through listening and learning Cornwall IFCA will improve the quality of the services we provide and encourage good practice by our staff.
- 1.2. Our organisation's approach to customer care covers all types of feedback. This document describes how to tell us your views and what we will do with the information you provide. It also tells you how to make a complaint.
- 1.3. It gives you the opportunity to let us know what you think and for us to listen and learn.
- 1.4. We want to hear from you if;
  - You have a suggestion on how we might improve the way we fulfil our duties;
  - You would like to compliment us on a job well done;
  - We have fallen short of your expectations; or
  - We have fallen short of the standards we set ourselves in this policy.
- 1.5. We will;
  - Aim to deal with your views or complaint there and then;
  - Deal with things impartially and confidentially;
  - Be open and honest;
  - Be inclusive and accessible to all;
  - Treat everyone with fairness and according to their needs;
  - Provide clear information; and
  - Offer support when required.

## 2. How to tell us your views

- 2.1. You can tell us what you think in the following different ways;
  - In person by visiting or writing to our office: Chi Gallos, Hayle Marine Renewables Business Park, North Quay, Hayle. TR27 4DD
  - By phone: 01736 336842;
  - Email: [enquiries@cornwall-ifca.gov.uk](mailto:enquiries@cornwall-ifca.gov.uk); and
  - Through our website: [www.cornwall-ifca.gov.uk](http://www.cornwall-ifca.gov.uk)

### 3. Compliments, comments & complaints

- 3.1. **What is a compliment?** Praise from you for a service or any aspect of a service delivered by Cornwall IFCA or by someone acting for Cornwall IFCA.
- 3.2. **What is a comment?** An issue or view expressed by you as a customer, such as a suggestion on how we might improve our services or a request for further information or guidance. Comments may cover a broad range of issues including areas where the Authority is unable to classify as a complaint.
- 3.3. **What is a complaint?** For the purposes of Cornwall IFCA's policy, a complaint is defined as:

"An expression of dissatisfaction, however made, by one or more members of the public about Cornwall IFCA's action or lack of action or about the standard of service"

This definition is sufficiently broad to cover most complaints such as:

- Failure to provide information or a service within a reasonable time frame;
  - Inadequate policy or provision to fulfill responsibilities;
  - Failure to provide adequate standards in delivery of responsibilities;
  - Failure to fulfill statutory responsibilities; or
  - An employee's attitude or behaviour.
- 3.4. Cornwall IFCA's complaints policy does not deal with:
    - Queries or complaints about existing Byelaws or legislation;
    - Appeals against successful prosecutions;
    - Complaints against a Committee Member;
    - Informal, day to day 'grumbles' that can be easily resolved; or
    - Complaints against other stakeholders/groups.
  - 3.5. **If your complaint is about a Member of the Cornwall IFCA Committee.**
  - 3.6. Councillors and Committee Members follow a Code of Conduct. If you want to complain about the conduct of a Member of Cornwall IFCA's Committee you can write in or you can get a complaints form from the Council's monitoring officer. You must submit your complaint to:
    - The Chairman, Standards Committee
    - Cornwall Council
    - New County Hall

Treyew Road  
Truro  
Cornwall, TR1 3AY  
Telephone: 0300 1234 100

- 3.7. The Standards Committee can only deal with complaints about the behaviour of a Member. It will not deal with things not covered by the Member's Code of Conduct. If you make a complaint, it must be about why you think a Member has not followed the Code of Conduct.
- 3.8. For more information please visit the *Standards Committee Information* pages of Cornwall Council website.

## 4. Making a complaint

- 4.1. Cornwall IFCA aims to provide the best possible service but sometimes things can go wrong. We are committed to putting these situations right and preventing them from happening again. Wherever or however you contact us, our aim is to settle your complaint appropriately and quickly. We promise you will not receive any unfavourable treatment as a result of making a complaint.
- 4.2. Our aim is to ensure that complaints are treated as a positive opportunity for us to learn from your experiences. We will record and monitor your complaints and use this information to help us improve our services or review our policies and procedures.
- 4.3. **For all complaints we will:**
  - Explain how your complaint will be dealt with;
  - Ensure your complaint is recorded;
  - Give you a reference number which you can use to follow up progress;
  - Provide contact details of who will be dealing with your complaint; and
  - Ask you how you would like us to resolve your complaint.
- 4.4. At any stage in Cornwall IFCA's complaints process, you can be represented by someone else such as a relative or friend, or you may choose to have the help of an advocate.
- 4.5. **How we deal with complaints.**
- 4.6. In the first instance complaints should be dealt with by the individual in question. However, if this is inappropriate or if you are still not satisfied

with the response, your complaint will be referred for investigation under a formal process. We will contact you by your preferred method of contact but we may need to contact you by telephone in order to obtain more information to help our investigations.

- 4.7. Please note if your complaint involves more than one service or organisation, where possible, we will pass on your complaints to the relevant service or organisation and keep you informed.
- 4.8. Your complaint will be logged and we will give you a complaint reference number. The complaint will be investigated by the Head of Service. You will receive a response within 20 working days. In circumstances where this is not possible, we will explain why and new timescales will be given (eg. when a complaint is particularly complicated). If the complaint is about the Head of Service or you feel there may be a conflict of interests in the Head of Service investigating, the complaint will be passed to Cornwall Council Legal Services, who will independently investigate. All complaints will be reported to Cornwall IFCA Committee in the Annual Report.

## **5. Local Government Ombudsman**

- 5.1. If you are not satisfied with the response of either the Head of Service or Cornwall Council Legal Service you can go to the Local Government Ombudsman, who is independent of Cornwall Council and Cornwall IFCA. In most cases, Cornwall IFCA must have had the opportunity to respond to the complaint before the Ombudsman will consider it.
- 5.2. However, you have the right to contact the Local Government Ombudsman at any time about your complaint and they will advise you whether they are able to investigate.
- 5.3. More information about the Ombudsman can be found on the Local Government Ombudsman website or you contact the Ombudsman by email at **advice@lgo.org.uk**.
- 5.4. Or you can write or phone:

**Local Government Ombudsman**  
**PO Box 4771**  
**Coventry**  
**CV4 0EH**

**Telephone:** 0300 061 0614  
**Fax:** 024 7682 0001

- 5.5. Generally dealing with a complaint is straightforward, but in a small number of cases people pursue their complaints in a way which can either impede the investigation of their complaint or it has a significant impact on Cornwall IFCA's resources. This can happen either while their complaint is being investigated, or once Cornwall IFCA has finished dealing with it.
- 5.6. In all cases where we feel someone is being unreasonably persistent in complaining, or consider a person's behaviour unacceptable we will refer this to Cornwall Council who will consider the case under their policy on unreasonably persistent and unreasonable customer behaviour (UPUC Policy) and guidelines.

If you would like this information  
in another format please contact:

**Cornwall IFCA Chi Gallos**  
**Hayle Marine Renewables Business Park**  
**North Quay**  
**Hayle**  
**Cornwall TR27 4DD**

Telephone: **01736 336842**

Email: [enquiries@cornwall-ifca.gov.uk](mailto:enquiries@cornwall-ifca.gov.uk)