

## SENDIAS BATHNES – COMPLAINTS POLICY

If you wish to make a complaint about Sendias Bathnes please talk to us first. You can contact the Sendias Bathnes Operational Manager by telephoning 01225 394382, or by emailing [sendias@bathnes.gov.uk](mailto:sendias@bathnes.gov.uk) with the email heading COMPLAINT FAO MANAGER.

Having contacted us if you are still unhappy you will be able to make contact with the Sendias Bathnes Strategic Manager who will investigate the complaint according to the Bath and North East Somerset Council's Complaints Policy on the Council website: <https://www.bathnes.gov.uk/services/your-council-and-democracy/complaints-and-customer-feedback/complaints-procedure>

The main purpose of the customer feedback policy is to enable any matters raised by customers to be received and resolved quickly at the initial point of contact.

Customer feedback may include:

- General feedback and suggestions for improvement
- Reports about service failure
- Compliments about good service
- Complaints

Customer feedback is actively encouraged, tracked, monitored and used positively to make service improvements and changes where appropriate. We work hard to avoid and minimise complaints but where they do occur this policy defines how they will be fairly and courteously treated.

This policy:

- Confirms how to give feedback or make a complaint.
- Highlights any exceptions to the standard customer feedback procedure, for example where specific issues are treated by a defined complaints procedure.
- Defines the standard of service, including response times, to expect when making a complaint.
- Recognises the importance of customer feedback in providing insight to Council services and performance.

- Set out how the Council monitors customer feedback and uses information to improve services and identify training needs.

For the purposes of this policy, a complaint is defined as:

*“an expression of dissatisfaction with the standard of service provided by the Council, or with something the Council or a member of its workforce may or may not have done”*

This definition is in line with those of the Local Government Ombudsman and the British Standards Institute.