

PARISH AND TOWN COUNCIL COMPLIMENTS/COMPLAINTS PROCEDURE

Compliments

1. If Parish and Town Councils have a compliment about a service, they are requested to contact the officer or Head of Service responsible.

Complaints

1. Initially, if Parish and Town Councils have a complaint about a service, they are advised to contact the officer responsible for that service to try and remedy the situation. (An officer contact list has been provided to each Parish and Town Council and will be updated at regular intervals).
2. If they do not receive a response, or are not satisfied with the response given regarding a particular service, they then submit details of the complaint to the relevant Head of Service.
3. If still dissatisfied with the response, they then submit details of the complaint to the Corporate Director responsible for the service area concerned for investigation.
4. In all cases where a full response is not possible within 21 days, a holding reply should be sent within 7 days saying who will make contact, what will happen next and when.
5. **All target times are in calendar not working days.**
6. Parish and Town Councils are advised that if they have a particular concern regarding Milton Keynes Council policy, they should contact the Head of Service or Corporate Director responsible for that service.