

COMPLAINTS PROCEDURE

We do our best to provide a service to meet all our clients' needs. However, in the event of something going wrong, we aim to resolve this with you.

In the first instance you should speak to the member of staff who provided the service or ask to speak to his or her team leader. Explain what went wrong and what you would like them to do to put it right. In many cases problems can be sorted out there and then.

If you are unhappy with the response you receive you can contact the Principal Finance Manager –Nicky Allen on 01392 383146 or e-mail nicola.allen@devon.gov.uk

If you have a complaint please contact us either by telephone, letter, e-mail or fax.

By telephone:

Please ring either of the team leaders on:-

- Caroline Armstrong -01392 382318
- Karen Powlesland - 01392 383320

In writing: Please send your:-

Letter to:- The Principal Finance Manager,
Devon Finance Services, Room 180,
County Hall, Topsham Road,
Exeter. EX2 4QJ.

E-mail to:- nicola.allen@devon.gov.uk

Please give

- Date and Time.
- Person you have spoken to.
- Full details of problem.
- Contact details - name, address, postcode, telephone numbers (day and evening, fax number and e-mail address if you have one).

When can I expect a reply?

In dealing with your complaint we will investigate and let you know what went wrong and what we are doing to put things right. We will write to you within 5 days either with a full reply or to let you know the position if our investigation is not complete.

What can I expect of you in handling my complaint?

You can expect us to:-

- Listen to what you have to tell us.
- Take your complaint seriously and investigate it fully.
- Keep you up-to-date with how our investigation is proceeding if there are delays.
- And if we have made a mistake, trying to put things right.

If you are still unhappy with the response you receive?

If you remain unhappy with the response you have received, you can pursue your complaint through the Corporate Complaints procedure.

http://www.devon.gov.uk/index/your_council/compliments_and_complaints.htm

If your complaint is really serious and you want to take it further

You can contact:-

- Your local County Councillor.
- Your Member of Parliament.
- Local Government Ombudsman.