



COMPLIMENTS & COMPLAINTS

1. Introduction

Harlow 2020 Local Strategic Partnership welcomes useful comments and complaints as they help us to improve our services. So it is very important for us to know how we are doing.

We would like to know when others are pleased with what we have done. Compliments highlight good practices which might be introduced to other areas of work. If you would like to praise a service or a member of Harlow 2020, please write a letter to the Project & Performance Manager (details below) who will record your views and make sure your compliment is passed on as appropriate.

It is also recognised that there will be occasions when Harlow 2020's actions do not meet reasonable expectations of the public. If this is the case we want to be the first to hear about it. If you need to complain about the way in which a matter was handled, your complaint will be investigated and, if we are at fault, we will apologise and tell you what we will do to put matters right.

We will record anonymous complaints, but we encourage everyone to give names and addresses so that we can report back. Your details will be treated confidentially. We will investigate serious complaints even if they are anonymous.

2. To make a complaint, this is what you should do:

If you are not satisfied with our service and want to complain, the complaint should be sent by letter, within three months of the matter about which the complaint is made, to the Project & Performance Manager (marked "confidential"). The Project & Performance Manager will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Project & Performance Manager, the complaint should be addressed to the Chair (marked 'confidential'). At this, and any subsequent stage, the complaint may be accompanied or supported by a friend, but not a legal representative.

Please note that complaints against an individual member or organisational members of Harlow 2020 should also be sent to the organisation of concern. These organisations may have their own complaints policy which you should refer to.

3. This is what Harlow 2020 will do:

The Project & Performance Manager (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally 20 working days of the complaint being received. If the complaint is found to be justified, the Project & Performance Manager (or Chair) will agree any further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Harlow 2020 Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Project & Performance Manager (or Chair) will keep the Harlow 2020 Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

Please contact:

Project & Performance Manager (or Chair)
Harlow 2020 Local Strategic Partnership
c/o Harlow District Council
Civic Centre
The Water Gardens
Harlow
CM20 1WG

or email:

harlow2020.enquiries@harlow.gov.uk