

COMPLAINTS PROCEDURES

If you want to complain about anything that you think is the responsibility of Blackshaw Environmental Action Team (BEAT) here is what happens:

Step one

- ◆ Talk to one of the three BEAT officers who will try to deal with it informally.
- ◆ If it is something best dealt with by another BEAT officer he/she will ask you to talk to one of them who will then try to deal with it informally.

BEAT hopes that most issues can be dealt with like this and would encourage everyone to feel able to raise problems one of the BEAT officers. In exceptional circumstances further action can be taken:

Step two

- ◆ If it cannot be sorted out informally or the problem does not go away tell the BEAT officer that dealt with your complaint informally that you want it dealt with formally.
- ◆ The BEAT officer will then offer to help you to complete the first section of a complaints form. This is to make sure the facts are written down as you see them.
- ◆ This form is then passed on to another BEAT officer to be responsible for dealing with the issues who will call a meeting with you and anyone else concerned – to be held within the HX7 area.
- ◆ This meeting will take place within a week of you filling in a complaints form and returning it to the relevant BEAT officer.
- ◆ The meeting will discuss the matter and hopefully find a solution. Agreed action will be written onto the complaints form.

Step three

- ◆ If you still think the problem has not gone away or you think that the meeting did not deal with it properly then a completely independent person can be called in to look at what has happened.
- ◆ You can ask the BEAT officer dealing with your case during step 2 for this to happen two weeks after the complaints meeting. This is to make sure that enough time has passed for any actions recommended by the meeting to have happened. The BEAT officer will refer you to a third BEAT officer that has not previously been involved in your case and you will need to fill in section two of a complaints form. Within five days of you filling in this section of the form and returned it to that independent BEAT officer he/she will get in touch with you to talk through what has happened.
- ◆ This BEAT officer can suggest new action to you or to BEAT. This is the final stage of the complaints procedure.

Please note: if your complaint is against one or several of the BEAT officers they can decide that your complaint should be dealt with in step three through a third party. If you and the BEAT officers cannot agree on who this third party should be the BEAT officers will decide.

COMPLAINTS FORM

NAME:

ADDRESS:

POST CODE:

TELEPHONE NO:

EMAIL ADDRESS;

SECTION ONE

Please write down in as much detail as possible exactly what it is you want to complain about.

Signed.....

Date.....

ACTION AGREED (TO BE COMPLETED AT COMPLAINTS MEETING)

Signed.....

Date.....

SECTION TWO

Please explain in as much detail as possible why you are not happy with the decision/action that came out of the complaints meeting.

Signed.....

Date.....

FURTHER ACTION (TO BE COMPLETED BY INDEPENDENT PERSON)

Signed.....

Date.....

RECOMMENDED ACTION REPORTED TO THE BEAT OFFICER

Date.....

Signed.....