

Complaints Procedure

As part of New Park Village TMC's commitment to provide a quality service, we need to know when someone is dissatisfied with the service they have received.

The following Procedure provides the opportunity to complain about the service we have provided for you.

Stage 1 – Registering a complaint

A complaint can be made by telephone, in person or by letter to the Co-operatives Office at Ellerton House. An acknowledgement receipt will be sent to the complainant within 7 days' providing the name and telephone number of the person investigating their complaint.

The complainant may be requested to put their complaint in writing if they have not already done so.

A reply will be sent to the complainant within 14 days' telling them what the Co-operative is going to do about the complaint. If the complaint is complicated and needs more than 14 days' to investigate, a full progress report will be sent within 14 days'.

If the complaint concerns a board member, it should be brought to the attention of the Service Director. If the complaint concerns an employee or volunteer, it should be brought to the attention of the General Manager.

Stage 2 – What can be done if the complainant is not satisfied following the outcome of Stage 1?

They can write to: -

Office of the Chief Executive and Policy Co-Coordinator

Wolverhampton City Council

Civic Centre

St. Peter's Square

Wolverhampton

WV1 1SH

OR,

Contact their local Councillor: -

Further information regarding how to contact local Councillors is available through Ellerton House.

Please note that the complainant has the right to refer their complaint to the Local Government Ombudsman. At any stage, the complainant can also use the Local Authorities Corporate Complaints Procedure.

It is hoped however, that the Co-operative's own Procedure will resolve complaints to the satisfaction of the complainant.

