

Appendix A - Model Concern/Complaint Form

A: Your Details

Surname:	Forename(s):	Title: Mr/Mrs/Miss/Ms if other please state:
Address and postcode:		
Email address:		
Daytime contact number:		
Mobile number:		

Please state by which of the above methods you would prefer us to contact you

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

B: Making a complaint on behalf of someone else: Their details

Their name in full:	
Address and postcode:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C: About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

C.1 Name of the department/section/service you are complaining about

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C2. What do you think they did wrong, or failed to do?

C3. Describe how you personally have suffered or have been affected.

C4. What do you think should be done to put things right?

C5. When did you first become aware of the problem?

C6. Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

C7. If it is more than 6 months since you became first aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Town Clerk
Barry Town Council
Town Hall
King Square
Barry
CF63 4RW

(01446) 738663

Unreasonable Complainant Behaviour

Introduction and Definition

In most cases dealing with a complaint is a straightforward process, but in a minority of cases people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the Council. These actions can occur either while their complaint is being investigated, or once the Council has concluded the complaint investigation. Whilst the Council endeavour to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist.

This policy relates to situations where a complainant, either individually or as part of a group or groups, may be considered to be unreasonably persistent and and/or have shown unreasonable behaviour. This policy sets out the Council's response to these situations.

Unreasonable complainants are individuals who, because of the frequency or nature of their contact with the Council, hinder the Council's consideration of their or other people's complaints.

Unreasonable complainants may have justified complaints or grievances but pursue them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and concluded, albeit not to their satisfaction.

This policy covers behaviour which is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, which is usually an accumulation of incidents or behaviour over a longer period.