



## Complaints Policy

### 1. Introduction

River Lugg Internal Drainage Board (the Board) agreed and adopted a detailed complaints procedure in 2012 which is available to view and download on the Shire Group of Internal Drainage Boards (IDBs) website.

The Board always strives to deliver the highest level of water level management in the district for the benefit of the greatest number of ratepayers and those at risk of flooding. The Board acknowledge it is not always able to meet individual expectations relating to water level management however it follows a standard procedure to ensure that it investigates all complaints to function.

A complaint is an expression of dissatisfaction, however made, about standard of service, action or lack of action made by the Board, its staff, its officers, or its contractors affecting a member of the public or other group or organisation.

Any complaints received by the Board will be dealt with in accordance with Procedure below.

### 2. Procedure

The Board complaints procedure available on the Board website contains numbered procedural steps the Board has adopted to deal with any complaints received, namely:

Step 1: Complainant to contact Board offices by letter, telephone, or email to raise the issue. If dissatisfied with the outcome, a formal complaint should be raised with Board Management Officers

Step 2: The complaint will be acknowledged in writing within 5 working days of receipt. Any points within the complaint clarified, if necessary, the person dealing with the complaint identified before investigation of complaint commences.

Step 3: A report on complaint will be produced and issued to the complainant within 20 working days of the acknowledgement being sent. Should the matter require longer investigation, the complainant will be informed the reason for delay.

Step 4: If the complainant remains dissatisfied the Chief Executive Officer will review the complaint and its investigation following which an updated report will be issued to the complainant and where necessary brought to the attention of the Chairman.

It is the Board's aim to deal with all complaints wherever possible, quickly and effectively. However, should a complainant feel their complaint has not been fully investigated or are not satisfied with the result of any investigation, the Chief Executive Officer will advise the complainant may make representation to the Local Government Ombudsman.

The Board retains a Register of Complaints. All complaints received and responses issued on behalf of the Board are reported in the following Board meeting papers.

There is a minority of instances in which a complainant may behave in a way which can impede the investigation of the complaint, have significant resource issues for the administration and/or impact on the work of the Board. The Board has adopted a Persistent Complainant Policy defining how the Board will deal with such instances.



## Complaints Policy

### 3. Certification

By Order of the River Lugg Internal Drainage Board

Certified by Craig Benson, Clerk

Document Review				
Date	Reviewed	Changes	Board Approval	Next Review
31/05/2022	C Benson	None	n/a	31/05/2024