COWES TOWN COUNCIL

Policy for the Logging of Complaints and Concerns relating to the Town Council's Fixed Assets and Buildings

Purpose

The purpose of this policy is to ensure that all complaints and concerns regarding Cowes Town Council (CTC) assets are logged systematically, addressed promptly, and reviewed regularly to improve Council services and accountability.

Scope

This policy applies to all employees and contractors of Cowes Town Council involved in the maintenance and management of Council assets.

Procedure

1. Receiving Complaints and Concerns
    - Any complaint or concern received verbally, via email, phone, or in writing should be documented in the log immediately.
    - If the concern is received by a Council Member or another employee, it should be promptly communicated to the Town Clerk / Deputy Town Clerk for logging.
2. Logging Details
    - The Town Clerk / Deputy Town Clerk will enter the following details into the log:
        - Date Received: The date the complaint or concern was received.
        - Complainant/Concern Raised By: The name of the individual or organisation raising the concern.
        - Contact Information: The contact details of the complainant (phone number or email).
        - Asset Concerned: The specific asset to which the complaint or concern pertains.
        - Details of Complaint/Concern: A detailed description of the issue raised.
        - Action Taken: The action that was taken in response to the complaint or concern.
        - Date of Action: The date the action was taken.
        - Follow-Up Required: Indicate whether further follow-up is necessary (Yes/No).
        - Follow-Up Date: If follow-up is required, specify the date by which it should occur.

- Notes: Any additional notes or relevant information.

3. Action and Resolution
    - Upon logging the complaint or concern, the Town Clerk / Deputy Town Clerk will ensure that the appropriate action is taken to address the issue.
    - Actions should be documented in the log with the date of the action and a description of what was done to resolve the issue.
4. Follow-Up
    - If follow-up is required, the Town Clerk / Deputy Town Clerk will schedule and document the follow-up actions and their outcomes in the log.
    - Ensure timely follow-up to verify that the issue has been satisfactorily resolved.
5. Review and Reporting
    - The log of complaints and concerns will be reviewed at each Projects Committee meeting as a standing agenda item.
    - The Town Clerk / Deputy Town Clerk will prepare a summary report of logged concerns, actions taken, and any outstanding issues for discussion.
    - For sensitive issues, a summary can be shared and discussed at the Chairs and Clerks meeting as needed.
6. Continuous Improvement
    - Regularly review the logged data to identify patterns or recurring issues.
    - Use the insights gained from the log to implement improvements in council asset management and services.
    - Encourage a culture of learning and reflection within the council based on feedback received.

Responsibilities

- Town Clerk / Deputy Town Clerk: Responsible for maintaining the log, ensuring all complaints and concerns are documented and addressed, and preparing reports for committee meetings.
- Council Members and Employees: Responsible for promptly reporting any complaints or concerns to the Town Clerk / Deputy Town Clerk.
- Projects Committee: Responsible for reviewing the log, discussing reported issues, and ensuring appropriate follow-up actions are taken.

Compliance

Failure to adhere to this policy may result in issues not being addressed in a timely manner, which could lead to escalation and potential risks for the council. All employees and contractors are expected to comply with this policy to ensure the efficient and effective management of council assets.

This policy will be reviewed annually and updated as necessary to reflect changes in procedures or council priorities.

By following this policy, Cowes Town Council aims to enhance service delivery, ensure accountability, and foster a culture of continuous improvement. If you have any questions or require assistance with logging complaints and concerns, please do not hesitate to contact the Town Clerk / Deputy Town Clerk.

Date of adoption: 5 September 2024
Reviewed: 4 September 2025

Asset Complaints / Concerns Log

Date Received	Complainant/ Concern Raised By	Contact Information	Asset Concerned	Details of Complaint/Concern	Action Taken	Date of Action	Follow-Up Required	Follow-Up Date	Notes
[DD/MM/YYYY]	[Name/Organisation]	[Phone/Email]	[Specify Asset]	[Detailed Description]	[Description of Action]	[DD/MM/YYYY]	[Yes/No]	[DD/MM/YYYY]	[Additional Notes]

Example Entry:

Date Received	Complainant/Concern Raised By	Contact Information	Asset Concerned	Details of Complaint/Concern	Action Taken	Date of Action	Follow-Up Required	Follow-Up Date	Notes
15/07/2024	Chris Bucket	chris.bucket@example.com	Public Toilets	Leak in the men's toilet, causing floor damage.	Plumber contacted and repairs scheduled.	16/07/2024	No	N/A	Plumber scheduled for 17/07/2024.