

# Submitting complaints, compliments, and general comments – public guidance

Updated September 2023

## Introduction

At the Broads Authority, we aim for high standards in the services we provide and in our performance in looking after the Broads. We are always open to hearing from the public and, wherever possible, keeping you informed by explaining what we do in a clear and honest way. We will treat all communications in a sensitive and confidential manner.

## Compliments and general comments

It's great to get compliments, and we'll always make sure the right people get the recognition and appreciation for a job well done. We also welcome general comments, both positive and negative, as it helps us to develop and improve our services and standards.

## Complaints

Our frontline staff will usually be able to resolve most issues. However, if that is not possible, you can follow our 3-stage complaints process.

### Stage 1: Complaint dealt with by a senior manager

The first stage is to get in touch with a senior manager responsible for the relevant area of work. You can contact the manager directly if you know who they are or call us on 01603 610734. If you prefer, you can email us or use our online **contact form** (see 'Who to contact' below). If you make your complaint in writing, we will write back to you within 10 working days of receipt.

A member of the Management Team may decide to take your complaint straight to the Stage 2 process. If this happens, we will let you know.

### Stage 2: Complaint dealt with by Management Team

If you are not satisfied with the response under Stage 1, please complete our **complaint form**, which we will forward to the relevant member of our Management Team. We will send you an acknowledgement of your complaint within three working days of receipt.

The member of Management Team will send you a detailed reply in writing within 10 working days, saying whether or not your complaint is upheld. If it is not possible to respond fully within this timescale they will explain why and tell you when the response can be expected. The reply will also explain how you can take your complaint forward if you are not satisfied with our response.

### **Stage 3: Chief Executive's review**

This is the final stage in our complaints process and is only possible when the Stage 2 process has been completed. If you are not satisfied with our Stage 2 response, you can make a written request within 20 working day from receiving your Stage 2 response, asking the Chief Executive to review your complaint. To support your request, please tell us the reasons why you believe your complaint has not been properly resolved at stage 2, so that the stage 3 consideration can be focused on the specific outstanding elements of the complaint. Without this information, we will be unable to carry out a review. If your complaint concerns the Chief Executive, it will be reviewed by the Chair of the Authority.

We will acknowledge Stage 3 requests within three days of receipt and send a detailed reply within 20 working days. If it is not possible to respond within this timescale we will explain why, and when the response can be expected.

### **What happens next?**

We will aim to resolve any problems as quickly and fully as possible and will respond to complaints within the timescales shown above. If your complaint is upheld, we will send you a written apology and an explanation of any action we are taking to prevent a similar thing happening again.

### **What if you are still not satisfied?**

The reply you receive from the Chief Executive will set out your right to contact the Local Government Ombudsman (LGO). If your complaint was made because you consider the Authority had not followed its procedures correctly and may have caused you an injustice, visit [Home - LGO](#) or telephone 0300 0610614.

### **Other types of complaints procedures**

Our 3-stage complaints process covers most types of complaint from the public about our services and performance. However, a different approach will be used in certain circumstances. If your complaint falls into one of the categories below, please contact our Monitoring Officer for advice, or contact the relevant person or organisation directly.

### **Maladministration**

For complaints about all administrative matters, you can contact the LGO, who will look at the way a Broads Authority decision has been made and may take up your complaint. However, the LGO usually prefers that an attempt has first been made to resolve the complaint through the Authority's complaints process.

### **Code of Conduct for Members**

Our [Code of Conduct for Members](#) includes guidance on how to make a complaint about a member of the Authority or one of its committees. These complaints are dealt with by our Monitoring Officer.

## Financial wrongdoings

The Chief Executive and/or the Director of Finance will investigate any complaints about financial wrongdoings by the Broads Authority.

## Unlawful behaviour or action

If a complaint identifies potential unlawful behaviour or action by the Broads Authority, this will be referred to the Monitoring Officer for assessment on how this should be progressed. If a complaint suggests criminal behaviour, the Monitoring Officer will consider if it is appropriate to notify the Police.

## Planning appeals

The law allows an appeal to be made against certain planning decisions. To find out more, visit [www.broads-authority.gov.uk/planning/planning-permission](http://www.broads-authority.gov.uk/planning/planning-permission).

## Unreasonable complainant behaviour

Sometimes a complainant takes up an unwarranted amount of the Authority's resources or pursues a complaint in an unreasonable manner. This will be dealt with under our 'Policy on the management of unreasonable complainant behaviour'.

## Who to contact

Stage 1 complaints (and compliments and general comments)

Fill in our contact form at: <https://www.broads-authority.gov.uk/contact-us/contact-form>

Write to: Broads Authority, Yare House, 62-64 Thorpe Road, Norwich NR1 1RY

Phone: 01603 610734

Stage 2 complaints

Fill in the **complaint form** attached to this document or online at

[www.broads-authority.gov.uk/contact-us/comments-and-complaints/how-to-complain](http://www.broads-authority.gov.uk/contact-us/comments-and-complaints/how-to-complain)

Send completed forms by post to: Complaints, Broads Authority, Yare House, 62-64 Thorpe Road, Norwich NR1 1RY or by email to: [complaints@broads-authority.gov.uk](mailto:complaints@broads-authority.gov.uk)

Other complaints procedures

### Local Government Ombudsman

Visit: [www.lgo.org.uk/make-a-complaint](http://www.lgo.org.uk/make-a-complaint)

### Monitoring Officer

Write to: Monitoring Officer, Broads Authority, Yare House, 62-64 Thorpe Road, Norwich NR1 1RY or email: [monitoring.officer@broads-authority.gov.uk](mailto:monitoring.officer@broads-authority.gov.uk)

### Planning appeals

Visit: [www.broads-authority.gov.uk/planning/planning-permission](http://www.broads-authority.gov.uk/planning/planning-permission)

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## Complaint form

To make a formal complaint against the Broads Authority, please complete this form and return it, with any other relevant documents, to: Broads Authority, Yare House, 62-64 Thorpe Road, Norwich NR1 1RY or by email to [complaints@broads-authority.gov.uk](mailto:complaints@broads-authority.gov.uk).

### Your contact details

Full name:
Address for correspondence:
Contact telephone number:
Email address:

### Your complaint

Describe your complaint as fully and clearly as possible, including how you have been affected.

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Have you already contacted anyone at the Authority about this complaint? Yes  No   
If **Yes**, please give details.

Name of person contacted:

Date contacted:

What happened as a result of this contact:

In response to your complaint, what would you like the Authority to do to put things right?

Please add any other relevant information in the box below, or attach it to this form.

Signed:

Date:

Our **Data Protection Policy** sets out our commitment to protecting personal data and how we implement that commitment with regards to the collection and use of personal data. Visit [www.broads-authority.gov.uk/about-us/privacy](http://www.broads-authority.gov.uk/about-us/privacy) for more information.