Bodfari Community Council Complaints Policy

Compliments and Comments

Bodfari Community Council aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are getting it right, please let us know.

We will acknowledge any compliments and comments made and pass these on to all staff and let you know the outcome. Any suggestions will be discussed and if these are relevant and can be adopted, we will do so.

Complaints

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Bodfari Community Council please tell us.
If you are unhappy about any of our services, please speak to the relevant officer, Council Clerk or Member of the Council.
If you are unhappy with an individual on Bodfari Community Council sometimes it is best to tell him or her directly.
If you feel this is difficult or inappropriate then speak to the Clerk.
If you are unhappy with the Clerk, you should speak to the Chair of the Council.

Making a written complaint

If you are not satisfied with our response to a verbal complaint, or wish to raise the matter more formally, please write to or email the Clerk. (If your complaint is about the Clerk, please write to the Chair of the Council).

All written complaints will be logged and you will receive a written acknowledgment within 5-10 working days

Our aim is to investigate your complaint properly and give a response within a reasonable timeframe, setting out how the problem has been dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you are not satisfied, with our response, please write to the Chair of Council who will consider the matter, and decide on any further steps to resolve the situation.

Ratified 12th May 2026