



# DISS TOWN COUNCIL

## **Comments and Complaints Procedure**

Diss Town Council is committed to providing the best quality of service to the residents of Diss and continually evaluate the services provided.

Feedback is a valuable way of helping us to achieve this as it helps us to learn and develop.

We are always grateful when people take the time to tell us when they think we do something well, or how they think we could improve the service.

Complaints and comments are an important part of this process and the Town Council aims to use this information to help make improvements.

If you wish to comment on the Town Council's services or facilities, we welcome the feedback.

### **How to make a Comment**

Contact the Town Council Offices either

1. In person to:  
The Town Council Offices  
11 Market Hill

Diss, Norfolk, IP22 4JZ

2. By email to:  
deborah.sarson@diss.gov.uk
3. By telephone to:  
01379 643848
4. In writing to:  
Mrs Deborah Sarson  
Town Clerk  
Town Council Offices  
11 Market Hill  
Diss, Norfolk, IP22 4JZ

What if my comment is about a member of staff or elected Council member?

If your comment is about a member of staff, the matter will be dealt with internally and if deemed to be necessary the Council's Grievance and Disciplinary Procedure will be used. If your comment is about the Town Clerk or you do not wish to direct your comment to the Town Clerk, then you should write to the Town Mayor at the address above (please mark correspondence private and confidential). If your comment is about a Councillor, it should be referred to The Monitoring Officer at South Norfolk District Council, Swan Lane, Long Stratton, Norfolk, NR15 2XE under the terms of The Local Authorities (Model Code of Conduct) Order 2007.

What will happen next?

We will deal with any comments about the Council's services and facilities as quickly as possible. We will make sure that

your comments are directed to the right person and advise whether more time is needed to investigate what you have told us. We aim to respond to your comment in writing within 30 days.

What happens if I am not satisfied with the response received?

You will be asked to put your comment about the Council's procedures or administration in writing to the Town Clerk (or the Town Mayor if preferred) and the matter will then be dealt with under the Council's formal Complaints Procedure.