



Lindsey Marsh Drainage Board
Water Management Consortium

COMPLAINTS PROCEDURE

*Published by
Lindsey Marsh Drainage Board
Wellington House
Manby Park
Manby
LOUTH
Lincolnshire LN11 8UU*

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THE BOARD'S POLICY ON COMPLAINTS

- Complaints will be dealt with promptly, courteously, systematically and fairly
- Complaints will be dealt with in confidence
- Complainants will be kept informed of progress and the outcome of any investigation
- Complaints will be recorded, monitored and acknowledged where appropriate
- The Board will use the complaints system to learn from its mistakes and to raise the level of customer satisfaction
- Where mistakes have occurred, the Board will not only apologise, but also seek to put the complainant in the position he or she enjoyed before the mistake was made

WHEN SHOULD I COMPLAIN?

When you are dissatisfied with the Board, the service or a member of staff. This will include:

- A failure in the service
- A failure to follow agreed and accepted procedures
- An external problem for which the Board has some responsibility
- A failure of a member of staff to act in an appropriate way
- An allegation of fraud or irregularity

The complaints procedure does not cover

- Anonymous complaints
- Complaints to the Local Government Ombudsman
- Complaints referred direct to your local M.P.
- Cases where other rights of appeal exist (e.g. against refusal of Section 23 or byelaw consents)
- Board decisions which have been properly taken
- Cases where an immediate response can be given

Whilst it is clear that not all complaints and comments are covered by this procedure, the Board will listen to your views and consider any action that will improve the services it provides.

HOW DO I COMPLAIN?

You may choose to make your complaint in any of the following ways:

In writing to the Board at Wellington House, Manby Park, Manby, Louth, Lincolnshire, LN11 8UU.

By telephoning 01507 328095.

By e-mail to enquiries@lmdb.co.uk

In person at the Board's offices, Manby.

Through your local Board member. Names and addresses are available from the Board's offices at Manby.

However you choose to make your complaint, please ensure that you keep a record of:

- The nature of the complaint
- The person you wrote or spoke to
- The date, time and place you complained
- What you were told would happen next

The Board welcomes your views on how the service can be improved and what action should be taken if something has gone wrong.

WHAT RESPONSE CAN I EXPECT?

The Board will endeavour to meet the targets listed below.

On Receipt of a Complaint

- (a) Remedy in five working days if possible, OR
- (b) If this is not possible, acknowledgement in five working days, including the name of the officer dealing with your complaint and the department concerned.

Within 15 days of Receipt

A full response or an indication of what will happen next and how long this will take.

On Completion of Investigation

A written response informing you of the outcome.

At Any stage

Progress reports where necessary.

WHAT IF I AM STILL DISSATISFIED?

Then you should contact the Chief Executive, preferably in writing. At this stage the Chief Executive will:

- Review the information already available and follow up points requiring clarification
- Look further at the policies established by the Board which might have a bearing on the complaint
- If necessary, request a meeting with you to discuss the situation
- Prepare a full report drawing attention to any areas where he considers the Board is at fault, specifying any necessary action to be taken to correct the faults identified and initiating any review of the Board's procedures to avoid a recurrence of any similar complaint in the future
- If necessary report to the Board

As soon as his investigation is complete, the Chief Executive will inform you of his findings in writing.

WHAT IF I AM STILL UNHAPPY?

You have reached the final stage of the Board's complaints procedure but there is one further avenue to explore if you are still unhappy. **The Local Government Ombudsman** investigates complaints of maladministration against local authorities.

The Board has put in place its own complaints procedure so that, wherever possible, complaints only reach the ombudsman as a very last resort. You are entitled to refer your complaint direct to the Local Government Ombudsman at any time, however, you are encouraged to allow the Board to investigate your complaint first. If a complaint is referred to the Local Government Ombudsman before the Board has had an opportunity to look at it, the Ombudsman will usually defer any action on the complaint until the Board has investigated the matter.