

## Councillor Briefing

### Customer Comments, Queries and Complaints

Customers wishing to contact the Council can do so in a variety of ways. The website outlines the various methods of contact, providing the Customer Service phone number for those who wish to telephone, web form for customers preferring the digital option and Plaza address for those who wish to write or visit in person.

<https://www.havant.gov.uk/contact-us>

### Ward Councillors

An important part of the ward member role is representing their communities, ie becoming an advocate of and for their communities. Dealing with individual casework and acting as an advocate for constituents in resolving concerns or grievances is an equally important part of the role.

Some customers will choose to submit their enquiries, comments, or complaints via their local ward councillor. These should be passed to the relevant Executive Head to assign to the appropriate person within their team to investigate and either respond directly to the customer or provide a response to the ward councillor.

Where contact from an individual with their ward councillor is excessive, an acknowledgement should be sent advising the enquiry has been passed on to the department to be dealt with.

### Complaints – Policy

Where a complaint is received that relates to policy, the complaint is dealt with following the normal procedure i.e., the initial stage 1 response will be sent by an officer outlining council policy. It is important for Executive Heads to update Cabinet Leads etc with regards to complaints about policy, as this is valuable feedback and may help shape policy in the future.