

# Complaints against council policy: A customer guide

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Policies are the guiding principles, or framework, for how Warwickshire County Council provides its services to our customers and the wider community. Policies specify what we do and how we do it, as well as who our customers are and the boundaries we operate within.

We want to know when people disagree with the way we have interpreted the legislation, guidance and advice we follow in relation to developing our policies. If you have a complaint about council policy this must be handled in a specific way, this is because only senior managers or county councillors can make a decision to amend a policy.

## What is a complaint against policy?

1. A complaint from a customer about the way the county council has complied with and/or interpreted legislation, government guidance or other relevant advice in developing our policies.

OR

2. A complaint from a customer about how county councillors and senior officers have decided how services will be delivered locally. (i.e. policies we have developed where there is no legislation or government guidance in place)

## Who can make a complaint against policy?

Any individual who believes that a county council decision has impacted upon them negatively can raise their concerns through this procedure. An individual may also complain on behalf of another person, as long as that person is fully aware and is in agreement that someone is acting on their behalf.

## Process for dealing with a complaint against policy

### Register complaint

- Contact the relevant council service to register your complaint against policy.

### Initial response to you

- The relevant senior manager will send you an acknowledgement, usually within 5 working days

### Full response to you

- The relevant senior manager will send you a full response, usually within 10 working days.
- Response will explain why the council has interpreted its duties and powers in the way it has and advise how your views will be included in future policy reviews, procedure and practice guidance.

### Learning from feedback

- Information about your complaint will be logged by the service for consideration for future service development.

For more information on how Warwickshire County Council deals with different types of customer complaints please see [www.warwickshire.gov.uk/complaints](http://www.warwickshire.gov.uk/complaints)