



NORTON TOWN COUNCIL

Complaints Handling Procedure

Feedback from residents and ratepayers is essential in helping us continuously improve and enhance our service delivery. To share your complaints or compliments regarding our services, please follow the steps outlined below. As an organisation, we are committed to handling all feedback transparently, fairly, and confidentially. All complaints will be thoroughly investigated by experienced members of staff.

Step 1: Complaint Submission

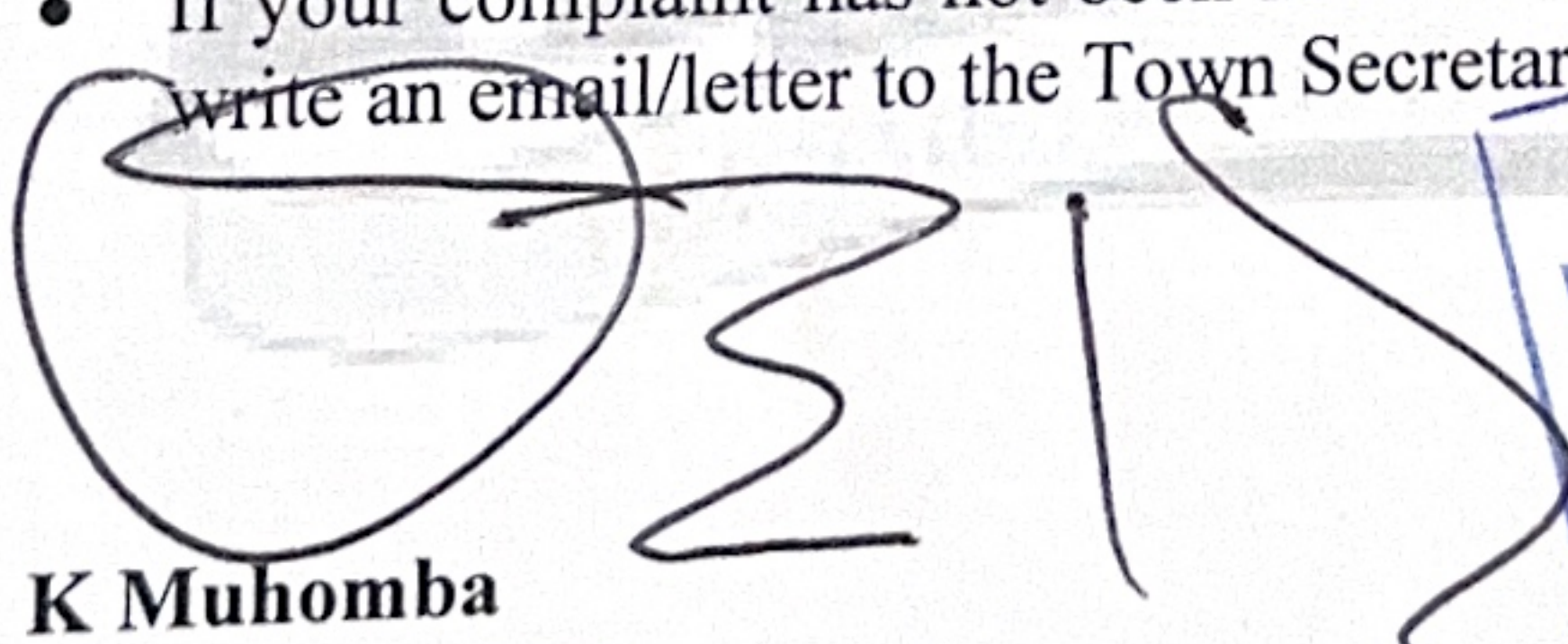
- You can make your submissions through our emails, telephones, complaints log book at our Reception Office and customer feedback boxes located at all our departments
- We recommend that you put your complaint in writing so that there is a record of the communication.
- To help us resolve your complaint quickly, please provide us with :
 - ✓ Your account details
 - ✓ Your complaint
 - ✓ How you feel the matter should have been handled

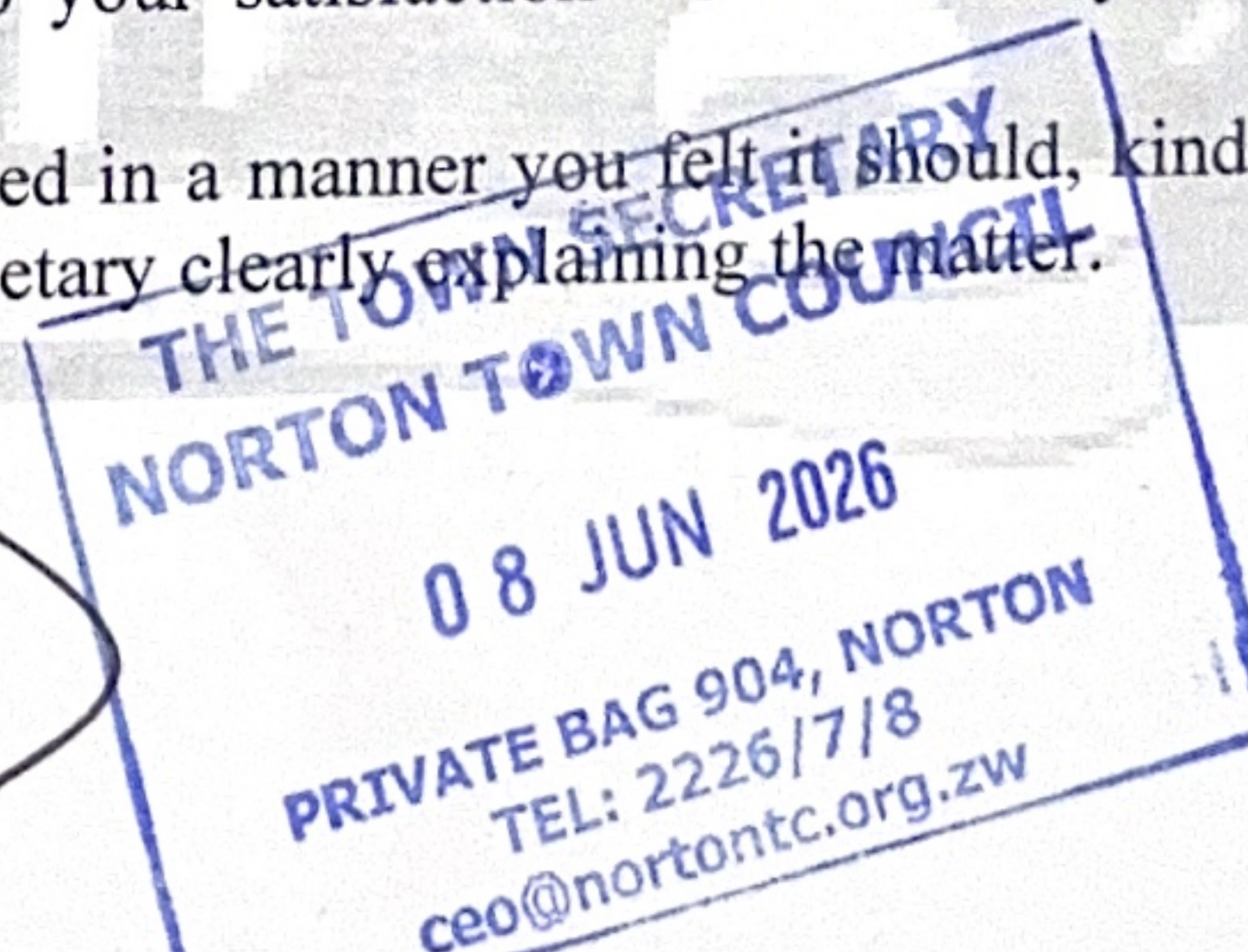
Step 2: Investigations

- We strive to acknowledge receipt of your complaint within 48 hours and resolution within 7 working days.
- Where a complaint cannot be resolved within 7 working days, a timeous notification will be sent to you advising of the delay and you will be kept updated of progress made [as necessary]
- All complaints are received and dealt with by the Town Secretary in line with governing statutes and policies.
- If necessary complaints may be escalated to the responsible Manager or relevant Department for resolutions

Step 3: Resolution and feedback

- If we are able to address the complaint within 7 working days and you have confirmed that the matter has been resolved to your satisfaction we will send you a written confirmation of the resolution
- If your complaint has not been handled in a manner you felt it should, kindly call or write an email/letter to the Town Secretary clearly explaining the matter.


K Muhomba
Town Secretary



CONTACT OUR PUBLIC RELATIONS OFFICER ON:
+263 771 603 873 For Calls & Whatsapp/ Email: info@nortontc.org.zw/ceo@nortontc.org.zw



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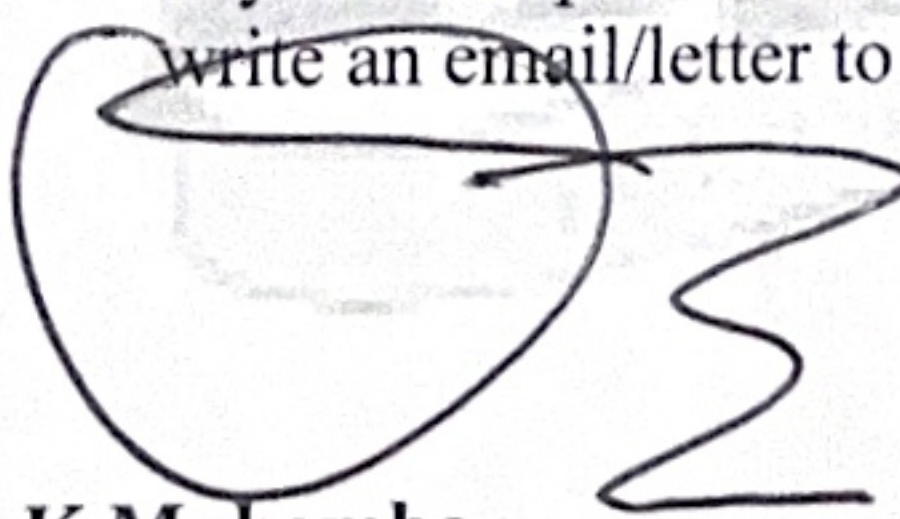
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K Muhomba
Town Secretary

THE TOWN SECRETARY
NORTON TOWN COUNCIL
08 JUN 2026
PRIVATE BAG 904, NORTON
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