

Stoke Golding Parish Council

Complaints Procedure

Adopted 6th December 2017

Stoke Golding Parish Council is committed to providing a quality service for the benefit of the people who live and work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

The appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Clerk in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns at the Parish Council meeting.

The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures and may include complaints about how council employees have dealt with your concerns. Complaints about a policy decision made by the Council will be referred to the Council, or relevant Committee, as appropriate, for consideration.

This Complaints Procedure does not apply to:

- (a) Complaints between a council employee and the council as an employer.
- (b) Complaints against Councillors which are covered by the Code of Conduct for Members adopted by the council. Any complaint that a Councillor may have breached the Council's adopted code of conduct should be referred to the Monitoring Officer at Hinckley and Bosworth Borough Council.

Complaints Procedure

- Any complaint should be put in writing to the Parish Clerk giving the complainants full name, address, email and contact telephone number, together with the nature of the complaint.
- If the complaint relates to the conduct of the Clerk this should be put in writing to the Chair.
- Any complaint will be dealt with confidentially.
- Receipt of a complaint will be acknowledged, usually within five working days, giving a time scale for response.
- On receipt of a written complaint, the Clerk (except where the complaint is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with you. This will not be

done without first notifying any person complained about and giving him /her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.

- If the complaint cannot be addressed satisfactorily by the Parish Clerk/Chair, then this will be heard by the Parish Council at the next available meeting. However, if the nature of the complaint is complex or urgent, then a specially convened meeting may be necessary. Notification of when this meeting will take place will be given to the complainant. He/she may bring a representative to the meeting if they wish.
- Any documents relating to the complaint from the complainant and the Parish Council must be made available to either side five clear working days prior to the convened meeting, for these to be read before the meeting.
- A complaint against a local council is personal to the complainant and should be treated as confidential unless the complainant confirms that he waives his right to confidentiality. Therefore, the Council will discuss in the absence of the press and public. The Council will ensure that the agenda and minutes do not disclose personal data or financial, sensitive, or confidential information that relates to an individual complainant or a third party.
- As soon as possible after the decision has been made and not later than 10 working days after the meeting you will be notified in writing of the decision reasons and any action to be taken.
- The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.