

Complaint Handling Procedure

Whilst it is Council policy to get things right first time, it is acknowledged that, like in any other organisation, mistakes and/or delays can occur for a variety of reasons. In the event that a local resident feels dissatisfied with the level of service received from the Parish Council, the Council will endeavour to investigate the circumstances behind the complaint as quickly as practicable using the steps set out in this procedure. All complaints must be made in writing.

1. All complaints will be forwarded to the Clerk without delay.
2. On receipt of a complaint it will be logged in a complaints register by the Clerk, a copy will be sent to the Chair & Deputy Chair and an acknowledgement will be sent to the complainant.
3. The complaint will be discussed between the Clerk, Chair and/or Deputy Chair and a course of action agreed. In many cases the cause will be a simple misunderstanding or lack of communication which can be corrected immediately, in other cases an investigation may be necessary.
4. The Chair/Deputy Chair will take responsibility for seeing that the complaint is properly dealt with and will either carry out any necessary investigations him/her self or appoint another councillor to do so.
5. The complaint and action being taken will be reported to the Council at the next ordinary meeting. In exceptional circumstances a special meeting may be called.
6. In the unlikely event that an investigation will take some time to complete, the complainant will be given an update and an indication of when a full response can be expected.
7. When any required investigation is complete a report will be presented to the Council and any actions agreed.
8. If the complaint is upheld the complainant will be sent an apology together with an explanation and, where appropriate, details of actions being taken by the Council to minimise the chances of a recurrence.
9. If the complaint is not upheld the complainant will be sent an explanation setting out the reasons for not accepting the complaint.
10. To ensure openness the number of complaints received each year will be given in the annual report. Names of complainants and personal details will not be reported.