



COMPLAINTS PROCEDURE

West Hunsbury Parish Council aims to provide an efficient and courteous service to our residents. There will be occasions when, due to our limited local government powers and funding, we may not be able to give you the outcome you require but you should be satisfied that your enquiry has been treated correctly.

If you have not been satisfied with the service you have received, then please read the details below to ascertain how to proceed with a complaint. It is our policy to ensure that all parties are treated fairly, and the process should be reasonable, accessible, and transparent.

HOW TO MAKE A COMPLAINT

1. Any complaint about an employee of the Council (e.g. the Clerk) will be dealt with as an employment matter. As a complainant, you can rest assured that the matter will be dealt with internally and appropriate action taken. You should write to the Chairman of the Parish Council, c/o the Clerk, West Hunsbury Parish Council, 32 Holdenby Rd, Spratton, Northampton, NN6 8JD
2. Any complaint about an individual Councillor is now subject to the jurisdiction of the Monitoring Officer of West Northamptonshire Council. You should therefore refer your complaint to the Monitoring Officer, West Northants Council.
3. If your complaint is about the administration of the council or its procedures, then you should follow the process as outlined below -
 - a) In the first instance, you should always raise your complaint with the Clerk to the Council, either by writing to the Parish Clerk at the address given above, e-mailing clerk@westhunsburyparishcouncil.gov.uk or by telephoning 07729608062. Wherever possible, the Clerk will try and resolve the problem for you or advise you of the authority who can assist you.
 - b) If you are not satisfied with the response that you have received at the initial stage and wish to pursue a formal complaint, then the Parish Council has a dedicated Complaints Committee who will meet with you to deal with the matter.

Before the Complaints Committee Meeting

1. Please submit your complaint about West Hunsbury Parish Council's procedures or administration in writing to the Clerk of the Council.
2. If for any reason, you do not wish to submit your complaint to the Clerk, please address it to the Chairman of the Parish Council.
3. The Clerk or Chairman will acknowledge receipt of your complaint within seven days and advise you when the Complaints Committee will consider the matter.
4. You will be invited to attend the relevant meeting and bring with you any such representative as you wish.
5. Seven clear working days prior to the meeting, you must provide the Clerk with copies of all documentation or other evidence, which you wish to refer to at the meeting. The Council shall, similarly, provide you with copies of any documentation upon which they wish to rely at the meeting. It will not be possible for either party to introduce any new documentation or evidence at the meeting.

At the Meeting

1. The Committee will consider whether the circumstances of the meeting warrant the exclusion of the public and press.
2. The Chairman will introduce everyone.
3. The Complainant (or representative) to outline grounds for complaint.
4. Members to ask any question of the Complainant
5. If relevant, Clerk to explain the Parish Council's position.
6. Members to ask any question of the Clerk.
7. Complainant and Clerk to be offered opportunity of last word (in this order).
8. Clerk and Complainant to be asked to leave room, while Members decide whether the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
9. Clerk and Complainant return to hear decision or to be advised when decision will be made.

After the Meeting

The decision of the Complaints Committee is final and will be confirmed to you in writing within seven working days. The decision will be reported back, in public, to the next full meeting of the Parish Council and minuted. Any actions/learning outcomes will be minuted and a second letter will be sent to you within 7 days of the full Council meeting confirming these actions/learning outcomes.