



## Complaints Policy

1. This is the complaints procedure of West Hunsbury Parish Council, hereinafter referred to as “the council”.
2. The council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the council or are unhappy about an action or lack of action by the council, this complaints procedure sets out how you can complain to the council and how we will try to resolve your complaint.
3. This complaints procedure applies to complaints about council services, administration, and procedures and may include complaints about how council employees have dealt with your concerns. Complaints specifically against employees would need to be dealt with by the Staffing Committee.
4. This complaints procedure *does not* apply to:
  - 4.1. Complaints by one council employee against another council employee, or between a council employee and the council as the employer. These matters are dealt with under the council’s disciplinary and grievance procedures.
  - 4.2. Complaints against councillors. Complaints against councillors are made under the Code of Conduct [Documents | West Hunsbury Parish Council](#)
5. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You can do this by writing to the clerk to the council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of council meetings. If you are unhappy with a council decision, you can raise your concerns with the council, but Standing Orders prevent the council from reopening issues for six months from the date of the decision, unless there are exceptional grounds and the special process set out in Standing Orders is followed.
6. You can make your complaint about council services, administration, or procedures to the **Clerk** to the council. You must do this in writing and a form is provided below.

Please return the form by e-mail if possible. The council's contact details are set out below. If you are unable to put the complaint in writing, you should contact the clerk to determine if alternative arrangements can be made.

7. You should indicate in your complaint if you wish your complaint to be treated confidentially.

8. Wherever possible, the clerk will try to resolve your complaint immediately. If this is not possible, the clerk will normally try to acknowledge your complaint within seven calendar days. The clerk may refer your complaint to the Complaints Committee.

If you do not wish to make your complaint to the clerk, you can make it directly to the Chair of the Council who will refer your complaint to the Complaints Committee.

9. The Complaints Committee comprises, ex officio, of the Chair, the Vice Chair, plus one other councillor. If more than one of the ex officio positions is held by the same person at the time the complaint is received, the council will appoint a substitute councillor from those remaining and available. If there is any conflict of interest between the members of the complaints committee and the subject of the complaint then it is expected that the affected councillor will step away and be replaced by a different member of the council. The minutes of the Complaints Committee meeting will be taken by the Clerk, unless there is a conflict in which case the minutes will be taken by a nominated Councillor.

10. The clerk or the Complaints Committee will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council. You may be invited to a meeting to make verbal representations and may bring someone with you when doing so.

11. The Clerk or the Chair of the Complaints Committee will notify you within 28 calendar days of the outcome of your complaint and what action (if any) the council proposes to take as a result of your complaint. In exceptional cases the timescale may have to be extended. If it is, you will be kept informed

12. If your complaint has been investigated by the clerk and you are dissatisfied with the response, you can ask for your complaint to be reviewed by the Complaints Committee and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

13. If your complaint is upheld, the Clerk (or Complaints Committee) may be empowered to resolve your complaint and to agree any remedial action with you. However, the Clerk (or Complaints Committee) may have to seek authority from the full council for the proposed remedial actions. In that case, you will be kept informed of the timetable and process.

14. There is no right of appeal to a complaint finding by the Complaints Committee.

15. If you remain dissatisfied with the response to your complaint you may seek judicial review through the High Court (see <https://www.judiciary.uk> for details).

16. Please note that the jurisdiction of the Local Government and Social Care Ombudsman (LGO) does not currently extend to parish and town councils.

Contact Details for Complaints Handling;

Clerks name:	
Clerks contact number:	
Clerks email address:	
Chairs Name:	
Chairs email address:	
Councils address for correspondence:	

Signed (Chair):

Date:

Date for next review:

### Complaints Form

Your name:	
Your telephone number(s):	
Your email address:	
Your postal address:	
Do you wish your complaint to be treated confidentially?	
What your complaint is about (please provide as much detail as you can, and attach any supporting evidence or information):	

What harm, disadvantage, or loss have you suffered?

What remedial action would you like the council to take?

Any other comments: