

STAPLEHURST PARISH COUNCIL

COMPLAINTS POLICY

- 1.** Staplehurst Parish Council is committed to providing a high-quality service for the benefit of residents of Staplehurst.
- 2.** If you are dissatisfied with the standard of service, you have received or are unhappy about an action or lack of action by Staplehurst Parish Council, this Complaints Procedure sets out how you can make a formal complaint to the Council and how we shall try to resolve your complaint.
- 3.** This Complaints Procedure applies to complaints about Staplehurst Parish Council's administration and procedures and may include complaints about how Staplehurst Parish Council employees or Councillors have dealt with your concerns. It is not about resolving employee matters, which are dealt with under Staplehurst Parish Council's disciplinary and grievance procedures.
- 4.** You may make your complaint about Staplehurst Parish Council's procedures or administration in writing to the Clerk. The postal and e-mail addresses are set out below.
- 5.** The Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint within 5 working days.
- 6.** If you do not wish to report your complaint to the Clerk (for instance the complaint might be about the Clerk), you may make your complaint directly to the Staplehurst Parish Council Chairman. You should write to the Staplehurst Parish Council Chairman at the address below, marking the envelope "Private and Confidential" or email the Chairman – details below.
- 7.** The Chairman will investigate each complaint, obtaining further information as necessary from you, staff or members of Staplehurst Parish Council.
- 8.** The Clerk or the Staplehurst Parish Council Chairman will notify you within 20 working days of the outcome of your complaint and of what action (if any) Staplehurst Parish Council proposes to take as a result of your complaint. In exceptional cases the 20 working days' timescale may have to be extended. If it is, you will be kept informed.
- 9.** If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to Staplehurst Parish Council Full Council. Staplehurst

Parish Council Full Council will appoint three of its members who have not previously been involved in the case. You will be notified in writing of the outcome of the review of your original complaint within 12 weeks.

10. If your complaint is about a Councillor then please write or email the Clerk, details below. The Clerk will respond within 5 working days and will notify you within 20 working days of the outcome of your complaint and of what action (if any) Staplehurst Parish Council proposes to take as a result of your complaint. Note we report Councillor complaints to the Maidstone Borough Council Monitoring officer as an independent overseer of complaints against Parish Councillors. In exceptional cases the 20 working days' timescale may have to be extended. If it is, you will be kept informed.

Contacts

The Clerk
Staplehurst Community Centre,
High Street,
Staplehurst
Tonbridge
Kent
TN12 OBJ

Telephone: 01580 891761
Email: clerk@staplehurst-pc.uk

The Chairman
Staplehurst Community Centre,
High Street,
Staplehurst
Tonbridge
Kent
TN12 OBJ
Email: cllr.paddyriordan@staplehurst-pc.uk

This Policy supersedes any former Complaints Policy and was adopted by Staplehurst Parish Council on Date 27th February 2023...Minute 2071/6.4.....