

## **BURGHWALLIS PARISH COUNCIL**

### **COMPLAINTS PROCEDURE**

#### **1. Aim of the Complaints Procedure**

- 1.1 The Council aims to learn from complaints and, where they are found to be justified, to ensure that appropriate measures are taken to improve services.
- 1.2 It will:
  - ensure that anyone who wishes to make a complaint knows how to go about it;
  - respond to a complaint efficiently and within a reasonable time;
  - ensure that service users are satisfied that the complaint has been taken seriously and, where possible, reasonable measures have been taken to improve services.
- 1.3 All complaints will be dealt with in confidence, and the name of the complainant will not be revealed by the Parish Council, except where it is the wish of the complainant.

#### **2. What is a Complaint**

- 2.1 The Parish Council will investigate a complaint from a person, or their nominated representative, if it is one of the following:
  - An expression of dissatisfaction about the failure to provide or meet the expected standard of a service.
  - Neglect or delay in responding to a contact with the Council.
  - Failure to observe the Parish Council's policies or procedures.
  - Discourteous or dishonest conduct by a member of staff.
  - Harassment, bias or discrimination.
- 2.2 The Complaints Procedure does not cover:
  - Complaints about the conduct of Councillors. These should be reported to the Monitoring Officer at the relevant principal authority.
  - Where a person wishes to disagree with a Council decision or policy or makes a request under the Freedom of Information Act, whereby there are alternative processes for representation in place.
  - Anonymous complaints.

#### **3. To make a Complaint**

- 3.1 A formal written letter or email of complaint must be sent to the Clerk or if the complaint involves the Clerk, the letter/email should be sent to the Chairman of the Parish Council.

#### **4. Complaint handling**

- 4.1 Within three working days of receipt of the complaint, the Clerk or Chairman will give written acknowledgement of it, provide a copy of this complaints procedure and ascertain whether the complainant wishes the matter to be treated confidentially.
- 4.2 The formal complaint will be considered at the next meeting of the Council. If more than twenty one days is to lapse between receipt of the complaint and the next meeting of the Council, the Chairman will convene an extraordinary meeting of the Council to receive and hear the complaint.
- 4.3 At the meeting the Council may resolve to exclude members of the public and press to ensure confidentiality. (Depending on whether the complainant wishes the matter to be dealt with in this way).