

LOWER SLAUGHTER PARISH COUNCIL
COMPLAINTS PROCEDURE
Reviewed and adopted at the Parish Council meeting 17-11-19
Minute 191117-11

1. Lower Slaughter Parish 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 this Council or are unhappy about an action or lack of action by this Council, the Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - Complaints between the Council employee and the Council as the employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council, and if a complaint against a councillor is received by the Council, it will be referred to the Monitoring Officer at Cotswold District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at Cotswold District Council.
 - Complaints in respect of financial maladministration. A complainant will be advised to contact the Council's auditors.
 - Alleged Criminal activities. Any allegations of criminal activity should be made to the police.
4. The appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on the matter, either in writing before the meeting or during the public participation section of Council meetings. The Council may consider whether the circumstances of the complaint warrant the matter being discussed in the absence of the press and public, but the decision on the complaint will be announced at the council meeting in public.
5. You may make your complaint about the Council's procedures or administration to the Proper Officer. You may do this confirming your complaint in writing or by emailing the Proper Officer. Contact details are set out below. Any complaint in relation to a member of the council's staff will be accepted only if it is made in writing. The complaint should include as much detail as possible and attach any relevant supporting documentation including the contact details of the complainant. Oral complaints will not be accepted.
6. The Proper Officer will try to resolve your complaint as soon as reasonably possible. If this is not possible, the Proper Officer will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Proper Officer, you may make your complaint immediately to the Chairman or Vice Chairman of the Council who will report your complaint to the Council.
8. The Proper Officer or the Council will investigate each complaint obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Proper Officer or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional circumstances the 20 days timescale may have to be extended. If it is you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for it to be referred to the full Council and (usually within 4 months). You will be notified in writing of the outcome of the review of your original complaint. The Council's decision following review will be final.

Contact details:

The Chairman and Proper Officer Lower Slaughter Parish Council Paul Sinclair tel 01451 822025;
email paul.sinclair@tfdi.co.uk

Vice Chairman Lower Slaughter Parish Council Stuart Thomas tel 01452 798539