

# **BLEASBY PARISH COUNCIL**

## **COMPLAINTS PROCEDURE**

Bleasby Parish Council works hard to provide facilities and services to the parish of Bleasby, Gibsmere and Goverton. The Parish Council tries to ensure that at all times it follows proper procedure as required by law, and also to reflect the needs of the community it represents.

If any member of the public has cause to complain about actions of the Parish Council, the complaint will be dealt with in the following manner.

1. The Parish Council will only deal with complaints which are within its jurisdiction. Anybody complaining about matters which are not within the remit of the Parish Council will be referred to the appropriate body.
2. All complaints must be made in writing to the Parish Clerk and must be signed. Anonymous complaints will not be considered. If the complainant wishes to remain anonymous he or she must indicate this in their letter, but the writer must be aware that in some instances it may not be possible to keep his/her identity confidential, should there be a request under the Freedom of Information.
3. Complaints received will be considered by the Clerk to the Council, and the Chairman, to ascertain that they are legitimate complaints within the remit of the Parish Council. If further information is required to clarify the complaint, the Clerk to the Council will contact the complainant to obtain further information.
4. Once the complaint is established as a legitimate complaint about actions of the Parish Council the complaint will be considered by three members of the Parish Council who have been delegated to deal with the matter.
5. The findings of those members of the Parish Council will be reported to the next available council meeting.
6. If the report of the three councillors is accepted, the Council will agree what action to take in order to rectify the matter.
7. The Complainant will be informed of the outcome