

# SOUTH HUISH PARISH COUNCIL COMPLAINTS POLICY | 2024

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FOR USE IN COMPLAINTS AGAINST THE COUNCIL; this sheet accompanies the model complaints procedure outlined in NALC legal topic no. LTE 9E which is adopted as best practice by this Council.

South Huish Parish Council confirms that, before processing a complaint, all formal complaints against it must be communicated in writing. No standard form is required.

The complainant is asked at the outset to confirm if he/she wants the complaint to be treated confidentially. This status will be confirmed in the acknowledgement of receipt of complaint.

This procedure and accompanying LTE9E is readily available on the parish website.

## **Complaints should be sent to**

[Clerk.southhuishpc@gmail.com](mailto:Clerk.southhuishpc@gmail.com) or by post to

- The Clerk, South Huish Parish Council
- c/o 169 Cumber Close
- Malborough
- Devon
- TQ7 3DE

If the complaint concerns the Clerk, it should be sent to the Chairman of the Parish Council, c/o the same address.

Receipt of the complaint will be acknowledged in writing within five (5) working days.

The Chairman of the Council will deal with and progress the complaint. If the complaint is against the Chair two Parish Councillors and the Clerk will progress the complaint.

A response will be sent to you within 30 days (consecutive days) of the acknowledgement where this is practical, but where this is not possible because of:

- the complexity of the matter to which the complaint relates
- exceptional or unforeseen circumstances

We will let you know and give an indicative timescale of when a full response will be provided.

If this response is not satisfactory there is an opportunity for the complainant to make further written representations on request.

Any subsequent appeal or escalation of a complaint against the Council should be addressed to South Hams District Council.

South Huish Parish Council

Ref: LTE9E