

Complaints Policy and Procedure

COMPLAINTS POLICY

Irton Parish Council endeavours to maintain the highest level of service in the fulfilment of the Council's duties and responsibilities. The Council considers adherence to regulatory requirements, the Code of Conduct, Standing Orders, Financial Regulations, and other Council policies to be essential in achieving this objective.

The Council recognises the right of councillors, employees and members of the public to make a complaint when the Council, councillors or employees do not adhere to the expected standards.

The Council will receive complaints without bias, and endeavour to resolve the complaint as quickly as possible using the Complaints Procedure outlined below.

COMPLAINTS PROCEDURE

- 1) If a complaint is made verbally to a Councillor or the Clerk, who shall endeavour to resolve the complaint. If it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put his/her complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
- 2) If a complainant indicates that he/she would prefer not to put the complaint to the Clerk, he/she shall be advised to put it to the Chairman.
- 3) On receipt of a written complaint, the Clerk or Chairman shall try to resolve the complaint directly with the complainant but shall not do so in respect of a complaint about the Clerk or Councillor without first notifying the person complained of and giving him/her an opportunity to comment on the way it is intended to attempt to settle the complaint.
- 4) Where the Clerk receives a written complaint about his/her own actions, he/she shall forthwith refer the complaint to the Council.
- 5) The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
- 6) The Clerk or Chairman shall bring any written complaint, which cannot be settled, to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered and to invite him/her to attend the open part of the meeting if they wish to explain their complaint.
- 7) The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public.
- 8) As soon as may be after the decision has been made, the nature of any action to be taken shall be communicated in writing to the complainant.

COMPLAINTS ESCALATION

If we are unable to resolve a complaint to the satisfaction of the complainant, the complainant has the right to escalate the matter to higher authorities.

For alleged breach of the Code of Conduct, contact:

The Monitoring Officer
North Yorkshire Council
County Hall, Northallerton, North Yorkshire, DL7 8AD

Tel: 01609 532173

Email: MonitoringOfficer@northyorks.gov.uk

For alleged financial irregularities, contact the external auditor:

PKF Littlejohn LLP (Ref: SBA Team)
15 Westferry Circus, Canary Wharf, London, E14 4HD

Tel: 020 7516 2200

Email: sba@pkf-l.com

For alleged breach of the General Data Protection Regulation, contact:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Tel: 0303 123 1113