



Seend Parish Council COMPLAINTS POLICY

Seend Parish Council aims to provide good quality services. This procedure deals with complaints to the Parish Council about its actions, processes, and administration.

- 1.** If a complaint about procedures or administration is notified orally to a Councillor or a Member of staff, and it is not possible to satisfy the complainant fully forthwith, The complainant shall be asked to put their complaint in writing to the Parish Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.
- 2.** If the complainant would prefer not to put the complaint to the Parish Clerk Officer, they shall be advised to put it to the Chair.
- 3.** Upon receipt of a written complaint, the Parish Clerk or Chair, as The appropriate person shall try to settle the complaint directly with the complainant (except where the complaint is about his/her own actions).
- 4.** Where the Parish Clerk receives a complaint about his/her own actions it shall be referred to the Chair.
- 5.** Where a written complaint is about the Conduct of a Councillor, the complainant shall be given contact details of the Monitoring Officer, Wiltshire Council.
- 6.** Where, in the opinion of the Parish Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council or

Committee meeting. The complainant shall be notified of the date on which the complaint will be considered.

7. The Council or Committee shall determine whether the matter should be discussed with

The exclusion of the Press and Public, and this decision shall be announced at the meeting in public.

8. As soon as practicable after the decision regarding the complaint has been made.