



How to contact Farnsfield Parish Council and what you can expect

How to contact us for information, with feedback, or with a complaint

We care about what you think and are happy to receive your views on the service we provide. If you have a concern or complaint about our service or just want to give feedback or if you have a query about our services then you can contact us by email using clerk@farnsfield-pc.uk or in writing to Parish Clerk, Village Centre, New Hill, Farnsfield, NG22 8JU. If you would like a reply please include your name and address or your email. Email is our preferred way of responding to you.

Correspondence relating to booking the village hall or football facilities should be directed in the first instance to our booking clerk at bookingclerk@farnsfield-pc.uk.

We have a comprehensive website which includes information about our services, our village, our initiatives, our decisions and the way we work, and useful information about services provided by other organisations. Please check our website first before contacting us. You can also contact our Councillors directly but please note that individual Councillors cannot respond on behalf of Council and any views expressed by them will be their own. You can give relevant feedback to the lead Councillor of a working party.

Contact details for all of our Councillors are available on our website. Contact directly to Councillors are not tracked unless they are forwarded to the Clerk.

If you are unhappy with a Council decision you can let us know but decisions cannot usually be reversed until six months after the initial decision.

How we will handle your correspondence

Your contact will be registered and acknowledged within 5 working days and responded to within 25 working days where we do not need to involve a third party. If we need longer than this, we will keep you informed. Our Parish Clerk will deal with all correspondence in the first instance and will respond based on Council policy, Council resolution or where the Clerk has delegated authority. Where the Clerk is unable to respond to your correspondence a decision will be made by Councillors during a Council meeting.

If you are not satisfied with the response from the Clerk, you can ask for your complaint to be referred to Council and we will aim to let you know the outcome within eight weeks of your original complaint. All communications from both staff and Councillors are expected to comply with our communications policy available on our website or from the Clerk.

Public sessions during Council meetings

Please note that the public sessions during our Council meetings are intended for the public to make representations and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.

Complaints about Councillors

Complaints regarding Councillors are dealt with by the Newark and Sherwood District Council Monitoring Officer. Please refer to our Code of Conduct for Members in respect of complaints about Councillors.