

Burniston Parish Council.
Complaints Policy.



Date of adoption – 6 February 2025
Review date February 2026

BURNISTON PARISH COUNCIL (BPC)

COMPLAINTS POLICY

The BPC complaints policy is designed to give Councillors, employees, members of the public, external partners and other contacts a means of having complaints dealt with promptly and satisfactorily.

BPC aims to provide an efficient, prompt and courteous service within the limits of its resources. BPC recognises that there may be occasions when Councillors, employees, members of the public, external partners and other contacts feel that the quality or level of service provided has been less than they might reasonably expect.

In such instances:

1. A complaint must be made in writing and must clearly show that it is a formal complaint to be dealt with under this policy, who the complaint is made by and who the sender is.
2. The complaint should be raised with the relevant Councillor or employee as soon as possible in order that appropriate action may be taken. The member of staff will immediately inform the BPC Chairman or Vice Chairman that a complaint has been received.
3. All formal complaints received will be notified to the BPC Chairman or Vice Chairman.
4. If the complaint concerns the Chairman or Vice Chairman, the complainant will direct their complaint to the Clerk.
5. The person receiving the complaint shall acknowledge receipt of it as soon as possible. E-mail is an acceptable form of receipt.
6. The Proper Officer and Chairman (or Vice Chairman if the Chairman is not available) will investigate the circumstances and shall communicate the results of the enquiry and action taken to the instigator of the complaints within twenty working days. Where the complaint concerns the Chairman, the Vice Chairman will investigate, with the Proper Officer. Where the Chairman and Vice Chairman are either unavailable or unable to carry out an investigation, the investigation will be carried out by the Proper Officer and one other Councillor appointed by the Proper Officer.
7. No Councillor or staff member will investigate a complaint made against that Councillor or Staff member.
8. If the complainer is dissatisfied with the result, they have the right to have the matter referred to an Appeal Panel as appointed by BPC. The Appeal Panel will make a final decision.
9. The Chairman shall be informed of the number and nature of all complaints referred to the Associations.
10. All complaints will be dealt with in confidence.

11. BPC also welcomes positive comments and commendations about its work and staff. A copy of all written unsolicited positive comments and commendations will be passed to the Chairman and Proper Officer for recording and may be used in BPC publications. In such cases the instigator of the commendation shall not be identified except where their explicit permission has been given.
12. This policy will be reviewed every two years.

Reviewed by the.

Next review
