

Char Valley Parish Council Complaints Procedure

COMPLAINTS ABOUT THE PARISH COUNCIL SERVICE, ADMINISTRATION OR PROCEDURES OR REGARDING AN INDIVIDUAL COUNCIL EMPLOYEE

Please put the complaint in writing* explaining the problem to:

- The Parish Clerk: clerk@charvalleypc.co.uk
- Or, if your complaint is about the Clerk, please write to the Parish Council Chairman

Such complaints will be handled under the Council's Complaints Policy or dealt with as an internal employment matter.

COMPLAINTS ABOUT A COUNCILLORS FAILURE TO COMPLY WITH THE COUNCILS CODE OF CONDUCT

Please put the complaint in writing* to the West Dorset District Council Monitoring Officer.

For more information please call WDDC on 01305 251010 or refer to www.dorsetforyou.com

Such complaints will be investigated and if necessary referred to the Local Standards Board for investigation.

*Please ensure all complaints are clearly marked CONFIDENTIAL

Char Valley Parish Council Complaints Policy

The Parish Council will acknowledge receipt of complaint within 5 working days.

Following a complaint regarding the Parish Council service, administration or procedures:

The Parish Council will investigate the complaint fully and should it be deemed necessary, by the Chairman or Clerk, the Complaints committee may meet to discuss the complaint and course of action to be taken.

The Parish Council will respond to the complainant within 28 working days from receipt of complaint.

Should the complaint not be resolved to the complainant's satisfaction, and it has not been taken before the Complaints Committee, the complainant may ask the Parish Clerk to refer the matter to the Parish Council Complaints Committee stating how they feel the matter ought to be resolved.

The Parish Council's Complaints Committee comprises of four parish councillors. Your complaint will be considered and investigated by the Committee. This may involve reviewing files, correspondence and undertaking interviews as necessary. Once satisfied that a full investigation has taken place, the Committee will write to the complainant to inform them of the outcome of its findings and action proposed as a result.

Please note disciplinary matters would be considered separately in accordance with procedure but without involvement of the complainant.