

Version	Date	Authors Initials	Description of Change	Section(s) to Review
1.1	11/5/22	SG	-	
1.2	10/4/24	SG	Remove mention of telephone number & complaints committee	

Old Parish Council Complaints Procedure

Introduction

The following procedure outlines how the Parish Council will deal with any complaints about its administration or its services.

Members

This procedure does not cover any complaints made regarding the conduct of a Member of the Council. Any complaint that a Councillor may have breached the Council's adopted Code of Conduct should be referred to the Monitoring Officer at West Northamptonshire Council.

Verbal Complaints

If a complaint regarding the Council's procedures, administration or the actions of any of the Council's employees is notified orally to either a Councillor or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.

The complainant will be requested to put the complaint in writing to the Clerk at The Parish Office or, if the complaint is regarding the Clerk, it should be sent to the Chair of the Council.

The complaint will be acknowledged, in writing, within 3 working days.

The complaint will be investigated and a full answer to the complaint will be sent, in writing, within 21 working days from the date of the letter of acknowledgement.

If it is not possible to complete the investigation within the time frame outlined above, a further letter will be sent to the complainant outlining the reasons for the delay and the estimated time frame for concluding the Matter.

If the complainant is not satisfied with the actions taken by the Clerk or the Chair in relation to the complaint, the complainant can request that the matter be referred to the Council for consideration.

Written Complaints

On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his/her actions) will try and settle the complaint directly with the complainant within the time frame outlined above.

Any complaint regarding a third party will be notified of the complaint and will be given the opportunity to make any comments.

Any complaint received regarding the Clerk will be referred to the Chair of the Council. The Clerk will be notified and given an opportunity to comment. The time frame for responding to any complaint regarding the Clerk will be as outlined above.

If the complainant is not satisfied with the actions taken by the Clerk or the Chair in relation to the complaint, the complainant can request that the matter be referred to the Council for consideration.

Reporting Mechanisms

The Clerk to the Council or its Chair will report the outcome of any complaints resolved by direct action with the complainant to the next available meeting of the Council.

Any complaint that has not been resolved or has not been resolved to the satisfaction of the complainant will be put on the agenda for discussion at the next available meeting of the Council and the complainant will be advised accordingly. The complainant will be given an opportunity to address the Council directly to outline the reasons for the complaint.

If the Council considers that the circumstances of any complaint warrant the matter being discussed without the presence of the press and the public, the complainant will still be afforded the opportunity to address the Council prior to the decision being taken to exclude the public. However, the decisions in relation to any complaint made will be made public at the next available Council meeting.

The Council may defer dealing with any complaint if it is of the opinion that any of the issues arising from the complaint require further advice being obtained. Any advice received will be referred to the next available meeting of the Council.

The complainant will be notified, in writing, within 10 working days of the date of the meeting of any decision made by the Council.

Policy Decisions

Complaints received regarding any policy decisions made by the Council will

be referred back to the Council or to a relevant committee, as appropriate, for consideration.