

Avon Dassett Parish Council

COMPLAINTS PROCEDURE

Update Schedule

<u>Action</u>	<u>Date</u>
Adopted by Avon Dassett Parish Council	6 March 2023

1. Avon Dassett Parish Council “the Parish Council,” is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Parish Council, or are unhappy about an action or lack of action by the Parish Council, this Complaints Procedure sets out how you may complain to the Parish Council and how we will try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Parish Council administration and procedures and may include complaints about how parish council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1 complaints by one Parish Council employee against another Parish Council employee, or between a Parish Council employee and the Parish Council as employer. These matters are dealt with under the Parish Council’s disciplinary and grievance procedures.
 - 3.2 complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Parish Council on 9th May 2022 and, if a complaint against a Councillor is received by the Parish Council, it will be referred to the Monitoring Officer, Stratford on Avon District Council. Further information on the process of dealing with complaints against Councillors is available at :

<https://www.stratford.gov.uk/council-democracy/complaints-about-councillors.cfm>

or from the Monitoring Officer of Stratford on Avon District Council.

4. The appropriate time for influencing Parish Council decision-making is by raising your concerns before the Parish Council debates and votes on a matter. You may do this by writing to the Parish Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Parish Council meetings. If you are unhappy with a Parish Council decision, you may raise your concerns with the Parish Council, but Standing Orders prevent the Parish Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Parish Council’s procedures or administration to the Clerk. The Parish Council prefers that any complaints are made in writing but you can also arrange to speak by phone or in person in advance of submitting your complaint in writing. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within ten working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Parish Council
8. The Clerk or the Parish Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Parish Council.
9. The Clerk or the Chairman of the Parish Council will notify you within 28 working days of the outcome of your complaint and of what action (if any) the Parish Council proposes to take as a result of your complaint. (In exceptional cases the twenty-eight working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be

referred to the full Parish Council and (usually within ten weeks) you will be notified in writing of the outcome of the review of your original complaint.

11. Habitual and vexatious complaints are dealt with under the Habitual and Vexatious Complaints Policy.

Contacts

For contact details please refer to the How You Communicate With Us page on the Parish Council's website.

<https://www.avondassettparishcouncil.com/how-you-communicate-with-us/>