

## HAMBRIDGE AND WESTPORT PARISH COUNCIL

### COMPLAINTS HANDLING PROCEDURE

1. Hambridge and Westport Parish Council is committed to providing a quality service for the benefit of the people who live, work or visit its area. 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 shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Councillors and Parish Council Officer have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - **Complaints between a Council employee and the Council as employer.** These matters are dealt with under the Council's disciplinary and grievance procedures.
  - **Complaints against Councillors.** Complaints against Councillors are covered by the recommended Code of Conduct for Members and, if a complaint against a Councillor is received by the Parish Council, it will be reviewed under the Code of Conduct.
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 Council decision, you may raise your concerns with the Council, but Standing Orders prevent the 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 Council's Parish procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. 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 acknowledge your complaint within five 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 Parish Council who will report your complaint to the Parish Council (as appropriate).
8. The Clerk will investigate each complaint, obtaining further information as necessary from you or members of the Parish Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty 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 SSDC (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

**Date: 01.09.2021**