

Campton and Chicksands Parish Council

July 2022

Complaints Procedure

Purpose

To ensure that complaints made to and or received by Campton and Chicksands Parish Council regarding the Parish Councils administration and or its procedures are dealt with promptly, uniformly and in manner to reassure the Complainant that the complaint will be dealt with speedily and in a judicious way.

Scope

The following policy applies to receiving and dealing with complaints regarding the Parish Council's administration or its procedures.

Complaints regarding a policy decision made by the Council will be referred to the Council for consideration.

This procedure does not cover complaints regarding the conduct of an individual Member of the Parish Council. Such a complaint regarding a Councillor should be addressed to:

The Monitoring Officer
Central Bedfordshire Council
Priory House
Monks Walk
Chicksands
Shefford
Bedfordshire
SG17 5TQ

Central Bedfordshire Council will only process complaints regarding the behaviour of an individual Councillor. They will not resolve matters that are not covered by the Code of Conduct. All complaints must refer to a Councillor's failure to follow the code.

Procedure

Notification of a Complaint

The Complainant will be asked to report the complaint regarding the Council's administration in writing via letter or email to the Parish Clerk at 24 Nuneham Grove, Westcroft, Milton Keynes, Mk44DH, email: tammy.medley@btinternet.com.

Refusal by the Complainant to put the complaint in writing does not necessarily mean that the complaint cannot be investigated.

If the complainant prefers not to put the complaint to the Clerk, they will be advised to write to the Chairman.

Response time

A complaint will be dealt with within twenty-one (21) days of receipt.

Direct Action

On the receipt of a written complaint, the Clerk or the Chair will seek to settle the complaint directly with the complainant. This will be not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts will be made to resolve the complaint.

Complaints Register

The Clerk will maintain and publish a record of all complainants in the Complaints Register. This will be published externally.

Referring to the Parish Council

The Clerk will report any complaint that has not been resolved by Direct Action to the next Council meeting. The Clerk will notify the complainant of the date of which the complaint will be considered, and the complainant will be offered an opportunity to verbally explain the complaint to the Council.

Supporting evidence

Seven (7) working days prior to the meeting the complainant shall provide the Council with copies of any documentation or other evidence which they will refer to at the meeting.

The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely on at the meeting.

Confidentiality

The Parish Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public and published.

Notification of Decision

As soon as possible after the decision has been made (no later than ten(10) days after the meeting) the complainant will be notified in writing of the Councils decision and any action to be taken.

Additional Sources of Reference

The Parish Council may defer dealing with any complaint if it is of the opinion that issues arising may need further advice. The advice will then be sought and considered, and the complaint then dealt with at the following meeting.

Policy Review

This policy will be reviewed annually.

Approved and adopted at the meeting: July 2022

Reviewed:

May 2024