

THORPE MALSOR PARISH COUNCIL

COMPLAINTS PROCEDURE

Signed: Frances Pope (Chair)

Date: 11th January 2021

Date of next review: January 2022

Date	Revisions
24/07/18	Date adopted
11/01/21	Signed without amendment

This is the complaints procedure of Thorpe Malsor Parish Council, hereinafter referred to as “the council”.

1. The 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 this council, or are unhappy about an action or lack of action by this council, this complaints procedure sets out how you may complain to the 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 council employees have dealt with your concerns.
3. This complaints procedure does not apply to:
 - 3.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council’s disciplinary and grievance procedures.
 - 3.2. Complaints against councillors.
4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You may do this by writing to the 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 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 procedures or administration to the clerk to the council. You must do this in writing to the clerk (e-mail is preferred). The addresses and other contact details are set out below.
6. You should indicate in your complaint if you wish your complaint to be treated confidentially.
7. 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 five working days.
8. 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 council (as appropriate).
10. The clerk or the council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from members of the council. You may be invited to a meeting to make verbal representations and may bring someone with you when doing so.
11. The clerk or the chairman of the council will notify you within 20 working days of the outcome of your complaint and 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).

12. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contact details for complaints handling:	
Clerk's name:	Helen Sharp
Clerk's telephone number:	01536 513714
Clerk's e-mail address:	thorpemalsorpc@gmail.com
Chairman's name:	Frances Pope
Chairman's telephone number:	01536 510622
Chairman's e-mail address:	popenorthfield@btinternet.com
Council's correspondence address:	1 Church Way Thorpe Malsor NN14 1JS