Upton Magna
Parish Council

COMPLAINTS POLICY / PROCEEDURE

The Council accepts that in the discharge of its duties there will be occasions when members of the public have cause for complaint. To this end, the following procedure has been adopted by the Council:

1. Complaints will initially be dealt with by the Clerk and/or the Chairman.
2. Verbal complaints made to an individual councillor will be passed immediately to the Clerk or Chairman to evaluate whether the complaint requires a formal approach or whether it can be informally resolved.
3. Formal complaints must be submitted in writing to the Clerk.
4. On receipt of a written complaint, the Clerk will set in motion the formal resolution process. At that juncture the individual or 'body' subject to the complaint will be given an opportunity to formally comment/respond.
5. Where the complaint relates to a service provided by a third party, not under the control of the Parish Council, the Clerk / Chairman at his/her discretion will either forward the complaint or advise the complainant to act independently.
6. Any written complaint that cannot be easily resolved will be placed on the Agenda for the next full Council meeting. The complainant will be given details of the meeting and advised that they can attend.
7. Any written complaint that has been resolved will be reported to Council at the next available meeting and minuted.
8. Where a complaint relates to the conduct of the Clerk, Chairman or councillor, the complaint will be brought to the attention of the full Council at the next available meeting. The complainant will be advised of the action being taken.
9. If there is a serious complaint about the actions of a Councillor, the Standards procedure will be invoked and the matter referred to the County Standards Board. It will then be referred to the Monitoring Officer who in turn will appoint an Investigating Officer.
10. The Parish Council's response to a complaint will be proportionate to and in line with current regulations and guidelines.
11. If a complaint about a Councillor is made directly to the County Standards Board, the Clerk, in consultation with the Investigating Officer, will advise the Chairman as to the appropriate procedure.
12. The public and press will be excluded from any part of meetings dealing with complaints referred to in Paragraphs 8 and 9.