

Drayton Bassett Parish Council

Complaints Policy and Procedure

Approved 21st November 2023

Date Created	Date Adopted	Date Revised	Review Date
March 2021	March 2021	21 st November 2023	November 2024

Introduction

Drayton Bassett 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 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.

Who is covered by this policy

This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

This Complaints Procedure does not apply to 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.

When to make a Complaint

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.

PLEASE NOTE THIS MAY ONLY OCCUR WHEN THERE IS AN AGENDA ITEM FOR THE ITEM AND NOT JUST AN ITEM IN THE CORRESPONDENCE. 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.

Who to make the complaint to

You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, by writing to or emailing the Clerk. The addresses and numbers are set out on the Parish Council web site. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint within ten working days.

If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council. The Clerk/Chair will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

Timescale

The Clerk or the Chair 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 20 working days timescale may have to be extended. If it is, you will be kept informed