

Hinton Blewett Parish Council

COMPLAINTS PROCEDURE

This procedure relates to expressions of dissatisfaction about the standard of service, action or lack of action or decision taken by the **Parish Council**, or the way in which the Parish Council's staff carry out their duties. For Code of Conduct complaints against Councillors, please refer to the Standing Orders of the Parish Council (Standing Order 14). This procedure does not relate to complaints we receive about the services delivered by Bath and North East Somerset Council or any other body.

The procedure applies where the Parish Council has:

- Done something wrong
- Done something it should not have done
- Failed to do something it should have done
- Behaved unfairly or discourteously
- Not carried out a service to a recognised standard or within an acceptable timescale

All official complaints must be received in writing either by letter or by email.

The procedure does not apply where:

- an initial complaint is a necessary part of a request for a service
- separate procedures exist for staff and Councillor grievances and disciplinary matters.

Procedure

1. All complaints received will be recorded. Every attempt to resolve the complaint immediately must be made.
2. If complaints cannot be resolved immediately they must still be formally acknowledged.
3. Where a full response is not possible immediately then an investigation should be completed and a full response given within **21** days. If a full response cannot be given within 21 days, for example where the complaint needs to go to a Parish Council meeting, then the acknowledgement will give a **specific timescale**.
4. If a complainant indicates that they would prefer not to put the complaint to the Clerk, they shall be advised to put it to the Chairman.
5. Where the Clerk or Chairman receives a written complaint about his or her own actions, the complaint will be forwarded to an appropriate alternative member of the Parish Council.
6. Where a complainant is dissatisfied with the outcome of an investigation, then the complaint will be reviewed by the officer conducting the investigation and reported to either the appropriate Committee or the full Council for final decision.

Record of complaints

A full record of complaints will be kept in order that anyone reviewing a complaint either internally or externally can see the action taken, and why.

The record will contain a description of the complaint, any correspondence sent to and received from the complainant, written notes of conversations (including date and time) and any other documents used in the course of the investigation and details of actions taken. All promises of action and agreements will be recorded along with dates and times.

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Adopted by Parish Council	28 th September 2016
Reviewed	26 th September 2017
Date of new review	September 2018