

# QUENINGTON PARISH COUNCIL

## COMPLAINTS PROCEDURE FOR USE IN COMPLAINTS AGAINST THE COUNCIL July 2017

1. All formal complaints against a local council must be communicated in writing to either the:

Parish Clerk, Quenington Parish Council, 9 Springfield Road, Quenington, Glos, GL7 5BU, email [queningtonpc@gmail.com](mailto:queningtonpc@gmail.com)

Or

Quenington Parish Council Chairman, 2 Donkeywell Cottages, Quenington, GL7 5DH email [michael.scott20@virgin.net](mailto:michael.scott20@virgin.net)

In most cases, it will be appropriate for the complaint to be addressed to the clerk. If the complaint concerns the clerk, it should be sent to the chairman. Complaints must be made within 6 months of notice of the matters which are subject to the complaint;

2. The complainant will be asked at the outset to confirm if they want the complaint to be treated confidentially. It is unlikely that the complainant will waive confidentiality but even if he does so, the council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.

3. The receipt of the complaint will be acknowledged in writing within 5 working days and will include who will be dealing with the complaint (e.g. title of member of staff, a particular committee or sub-committee) and whether there is an opportunity for the complainant to make verbal representations (and bring a friend when doing so) and when this will occur. The aim is to determine a complaint within two weeks of the next scheduled Parish Council meeting.

4. The council will investigate the facts of the complaint and collate relevant evidence.

5. If the complainant wishes to make verbal representations at a meeting, the complainant will be invited to a meeting with the clerk/chairman and at least one Council member. Any new information or other evidence relevant to the complaint will be provided by both parties prior to the meeting.

The clerk/chairman will explain how the meeting will proceed:

i. The complainant should outline the grounds for complaint and, thereafter, questions may be asked by the clerk or members of the council.

ii. The clerk or members of the council then have an opportunity to explain the council's position and questions may be asked by the complainant.

iii. The clerk or members of the council and then the complainant should summarise their respective positions.

iv The complainant will then be advised when a decision about the complaint is likely to be made and when it is likely to be communicated to them.

6. Within the timeframe specified the council should write to the complainant to confirm whether or not it has upheld the complaint. The council should give reasons for its decision together with details of any action to be taken by the council if this appropriate.

7. If the complainant wishes to appeal the decision, the above process will be repeated but with different members of the council