



Working with the community for the community

COMPLAINTS & COMMENTS PROCEDURE

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COMPLAINTS AND COMMENTS

Kempley Parish Council (the Council) wants to provide the community with the best possible service. To help councillors and the Clerk improve and enhance our services we would like you to share your views and experiences with us.

Let us know:

Please let us know about something we've done well, if you have a suggestion for us, or if you wish to make a complaint. You can do this by emailing or writing to either the Clerk or any councillor. You can also give the Clerk or any councillor a call or let us know in person if you come to one of our Parish Council meetings.

If you have made a complaint by telephone or in person you will be asked to put it in writing so that it can be fully understood by the Council.

If things have gone wrong:

If something has gone wrong we need you to tell us about it as soon as you are able. We want learn from any mistakes and put things right quickly, so when you tell us what went wrong we'll ask you to tell us how we can put things right too.

We will consider your written complaint if you let us know within six months of finding something wrong. You can:

- Write to us: Kempley Parish Clerk, 9 Willow Walk, Lea HR9 7WE or
- Email us at clerk@kempleyparishcouncil.org; or
- Contact any councillor by telephone or in person; or
- Tell us in person at a Parish Council meeting.

Councillor's contact details are available on our website: www.kempleyparishcouncil.org

What will happen next?

If your complaint is made by telephone or in person you will be asked to put it in writing so that it can be fully understood by the Council.

Stage 1:

- 1.1 If your complaint relates to the Clerk or the Chairman our first step will be to make sure someone else takes on those responsibilities in our procedures. Also, if your complaint needs to be referred to another organisation, we will establish who that is. Finally, if your complaint can be reasonably regarded as vexatious or frivolous, the Council may opt to respond accordingly: it will however endeavour to treat every complaint on its own merit. A vexatious or frivolous complaint would not normally be put through any procedure after Stage 1.

- 1.2 The Clerk will acknowledge your written complaint within seven days and will ensure that:
 - You are provided with a copy of this policy
 - The whole Council is informed
 - Where appropriate you are asked how you think things should be put right or improved
 - You are informed if the complaint is to be referred to another organisation and who that is
 - You are given reasons if the Council considers your complaint to be vexatious or frivolous, and what further action the Council intends to take, if any;
- 1.3 The Council may need time to investigate what went wrong, and will need time to consider how to fully respond. However, it will give you a full response within one month. If for any reason the Council is unable to do this they will keep you updated and let you know what is happening, and
- 1.4 After consultation with the Council, the Clerk will endeavour to resolve a complaint, to the complainant's satisfaction, by a simple exchange of letters.

Stage 2

- 2.1 If the complaint cannot be resolved by an exchange of letters, the Chairman (or Vice Chairman) will convene a Complaints Committee comprising himself as chair and two other councillors to investigate, hear and determine the complaint. The two other councillors will be taken on a rota basis from an alphabetical list of councillor's surnames.
- 2.2 The Complaints Committee shall be specific to a particular complaint and will normally be expected to remain unchanged until a conclusion is reached.
- 2.3 The Clerk will attend any meeting of the Complaints Committee for record taking purposes and to provide it with guidance and information.
- 2.4 When proceeding with your complaint you will be asked if you wish it to be considered in public. If you do not explicitly agree the Complaints Committee will assume you wish your complaint to be dealt with in confidence.
- 2.5 You will be invited to attend the Complaints Committee meeting at which the complaint is to be considered. A representative may also attend for or with you. However, if the representative is to attend in a legal capacity fourteen days notice in writing must be given to the Complaints Committee.
- 2.6 Following the meeting the Complaints Committee will provide a written decision, giving its reasons, and setting out any remedial action planned. Those matters will be reported to the Council at its next meeting.
- 2.7 Unless appealed the decision of the Complaints Committee shall be binding on both you and the Council.

Appeal

- 3.1 If you are still not happy after our Stage 2 procedure a decision can be appealed to the Council, in writing, giving reasons. Contact details are given above.
- 3.2 An appeal to the Local Government Ombudsman would not be possible, as he does not have jurisdiction over parish councils (unless the parish council is acting on behalf of another council).
- 3.3 An Appeals Committee will be convened by the Council comprising two councillors to investigate, hear and determine the appeal. The two councillors will be taken on a rota basis from an alphabetical list of councillor's surnames, providing they did not take part in the Stage 2 procedure.
- 3.4 The Appeals Committee shall be specific to a particular complaint and will normally be expected to remain unchanged until a conclusion is reached.
- 3.5 The Clerk will attend any meeting of the Appeals Committee for record taking purposes and to provide it with guidance and information.
- 3.6 You will be invited to attend the Appeals Committee meeting at which the appeal is to be considered. A representative may also attend for or with you. However, if the representative is to attend in a legal capacity fourteen days notice in writing must be given to the Appeals Committee.
- 3.7 Following the meeting the Appeals Committee will provide a written decision, giving its reasons, and setting out any remedial action planned. Those matters will be reported to the Council at its next meeting.
- 3.8 The decision of the Appeals Committee shall be final and binding on both you and the Council.