

COMPLAINTS-HANDLING PROCEDURE

ISSUES RAISED BY PARISHIONERS

This procedure is written to support the main complaints handling procedure document, to ensure that all possible aspects of public concerns or grievances are catered for.

It is impractical for Full Council to review all correspondence; however with issues of an important or sensitive nature, and or relate to other members of the Parish or businesses therein, due diligence must occur. The role of the Parish Council in the complaint must be carefully considered to preserve the integrity of the Council within the Parish, but still needs to be actioned in a timely fashion. With this in mind the following procedural steps should be taken.

1. Acknowledged as complaints handling procedure but always in writing, all papers available at this stage are to be copied to the Chairperson, the Vice-Chairperson and a member of the Finance and Admin Committee (*) as soon as possible and within a minimum of three working days.
2. If the complaint refers to the Chairperson or Vice-Chairperson then an alternative Parish Councillor will be delegated the responsibility to investigate matters.
3. The communication to be issued on behalf of the Council will be drafted by the Clerk and then sent to the Chairperson, the Vice-Chairperson and a member of the Finance and Admin Committee (*) for approval, the response from these nominees will be within two working days. Where agreement is not reached on the response then the matter is heard at the next available FPCM.
4. If the matter is required to be heard at the next FPCM, then an interim holding acknowledgement will be sent.