

Skipwith Parish Council Complaints Procedure

This document covers complaints about the administration or procedures of the Council. Complaints about individuals are a separate matter and are considered a 'conduct issue'.

Skipwith takes the views of local people seriously and when there is dissatisfaction with the services that the Parish Council delivers, this will be dealt with. The outcome of a complaint will assist the Council in reviewing and where necessary changing the way services are delivered.

Complaints that are not considered significant such as interruption of a member will be dealt with by the clerk. Complaints of a serious nature will be dealt with by the Parish Council.

Making a Complaint

1. Complainants should make complaints about the Council's administration or procedures in writing/ email to the clerk.
2. Within seven working days of receipt of a complaint, the clerk should acknowledge the complaint in writing/email to the complainant. Where the complaint is not considered serious the clerk should try to settle the complaint directly.
3. The clerk shall report any written complaint to the next meeting of the Parish Council together with the status of the complaint.
4. Where a complaint cannot be settled directly within twenty one (21) working days from receipt, the matter shall be referred to the next Parish Council meeting and the complainant advised in writing of the date.
5. The complainant shall be invited to attend the relevant Parish Council meeting and bring a representative with them if they so wish.
6. Not less than seven working days prior to the meeting the complainant shall provide copies of any documentation or other evidence to the Council that they wish to refer to at the meeting. The Council shall provide copies of any documentation they wish to refer to seven days prior to the meeting to the complainant.
7. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the press and public.
8. The Chair of the meeting shall introduce everyone
9. The Chair of the meeting shall explain the procedure.
10. The complainant (or their representative) shall outline the grounds for the complaint
11. The members of the Parish Council may ask questions to the complainant.
12. If relevant, the clerk or any member shall explain the Council's position.
13. The clerk or member of the PC or the complainant shall be offered the opportunity of the last word.
14. The clerk and complainant shall be asked to leave the room while members decide whether or not grounds for the complaint have been made.

15. The clerk and complainant shall return to hear the decision or be advised when the decision will be made.
16. The decision shall be confirmed in writing within seven working days of the decision being taken together with any details of action to be taken.
17. if the complaint is not upheld then no further action will be taken