



COMPTON MARTIN PARISH COUNCIL

COMPLAINTS PROCEDURE

INTRODUCTION

Compton Martin Parish Council is committed to providing a high standard of service for the benefit of the people who live or work in its area or are visitors to the locality. The parish council is always ready to consider comments and criticisms in its continuing efforts to give good value for money in the provision of its services. Dealing with complaints will be seen as a positive opportunity to learn which services may need support, further improvement or implementation. Complaints help the council to identify any changes in public expectations.

If you are dissatisfied with the quality of service you have received from the parish council, or are unhappy about an action or lack of action by the parish council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

AIMS OF THE POLICY

- To give assurance that complaints will be dealt with seriously and that the services received by the complainant will not be affected because of the complaint or by prejudicial consequence thereof.
- To have a consistent and well-considered procedure.
- To deal with complaints fairly, efficiently, effectively and within a reasonable timescale.
- To ensure that the parish council's actions are in accordance with its obligations to protect Complainants, Councillors, Council Employees and those dealing directly or indirectly with the parish council.

THIS COMPLAINTS PROCEDURE DOES NOT APPLY TO

- Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 15th May 2023. If a complaint against a councillor is received by the council, it will be referred to Monitoring Officer of Bath and North East Somerset Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Bath and North East Somerset Council.

PROCEDURE

1. You may make your complaint about the council's procedures or administration to the clerk. You may do this by writing to or emailing the clerk or using the 'contact us' form on the parish council website.
2. If you do not wish to report your complaint to the clerk, you may make your complaint directly to the chair of the parish council who will report your complaint to the parish council.
3. There may also be the opportunity to raise your concerns in the public participation section of the parish council meetings, but the council will not consider the complaint until the next parish council meeting.
4. Once a complaint is received it will normally be logged and acknowledged within seven working days of receipt by the clerk (chair).
5. The clerk to the parish council (or chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the parish council. The clerk (or chairman) will report any complaint that has not been resolved to the next meeting of the Parish Council and the complainant will be offered an opportunity to explain the complaint to the Parish Council orally (if necessary).
6. The appropriate time for influencing the parish council's decision-making is by raising your concerns before the agenda for the next parish council meeting is issued. This will allow the clerk to include in the agenda and the council to consider, investigate, debate and vote on a matter.
7. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
8. If you are unhappy with a council decision, you may raise your concerns with the council, but the Standing Orders prevent the council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
9. The parish council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.