

Walford Parish Council

Complaints procedure

Policy statement

Walford Parish Council is committed to improving the quality and enjoyment of life in the Parish, for residents and visitors, whilst enhancing the environment and the local economy. In recognition of this objective, if anyone is dissatisfied with the standard of service received from this Council, or is unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how they may complain to the Council and how it shall try to resolve the complaint.

Scope

- 1) This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how council employees have dealt with your concerns.
- 2) This Complaints Procedure does not apply to:
 - a) 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.
 - b) complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 26 June 2019 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of Herefordshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Herefordshire Council.
- 3) The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on a matter. This may be done by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise concerns in the public participation section of Council meetings. If anyone is unhappy with a Council decision, they may raise concerns with the Council, but 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.

Procedure

- 1) Complaints about the Council's procedures or administration may be made to the Clerk. This may be by writing to or emailing the Clerk. The addresses are set out below.
- 2) Wherever possible, the Clerk will try to resolve the complaint immediately. If this is not possible, the Clerk will normally try to acknowledge the complaint within five working days.
- 3) If the complainant does not wish to complain to the Clerk, they may make their complaint directly to the Chairman of the Council who will report the complaint to the Council.
- 4) The Clerk or the Council will investigate each complaint, obtaining further information as necessary from the complainant and/or from staff or members of the Council.
- 5) The Clerk or the Chairman of the Council will notify the complainant within 20 working days of the outcome of the complaint and of what action (if any) the Council proposes to take as a result. (In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed.)
- 6) If the complainant is dissatisfied with the response, they may ask for the complaint to be referred to the full Council and (usually within eight weeks) will be notified in writing of the outcome of the review of the original complaint.

Contact

Parish Clerk, Walford Parish Council, 7 Three Trees Way, Littledean, Gloucestershire, GL14 3PH
E-mail: clerk@walford-pc.org.uk

Document control

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