

WEST WINCH PARISH COUNCIL

COMPLAINTS PROCEDURE

1. Introduction

1.1. This procedure covers routine complaints but not those that could be described as habitual and vexatious. The majority of complaints generally fall under the first category and only occasionally move to habitual and vexatious.

1.2. Habitual or vexatious complaints are defined here as unreasonable complaints, enquiries or outcomes that are repeatedly or obsessively pursued. These are dealt with under the West Winch Parish Council's Unreasonable Customer Behaviour Policy, a separate document.

1.3. Some types of complaint will be handled outside this procedure: Financial irregularity will be handled by the Council's own auditor / Audit Commission; Criminal activity by the Police; Members' conduct by the standards committee of the Borough Council; Employee conduct by internal disciplinary procedure.

2. Complaints Procedures for Local Councils

2.1. Councils will handle complaints in Full Council or nominate councillors who are authorised to deal with complaints but are not involved with the particular case.

2.2. If the complaint is handled by the Full Council then two nominated councillors should not take part in the proceedings. They will then be available to handle any appeal, if required.

2.3. The Clerk will normally represent the Parish Council through the proceedings but a nominated councillor may act instead.

3. The Procedure

3.1. Before the Meeting

- The complainant will complain in writing to the Clerk or to the Chairman of the Parish Council. Assistance will be given to the claimant if necessary.
- The complainant will be advised when the matter will be considered and whether it will be treated confidentially or heard at a Closed Session Meeting. A copy of this procedure will also be given to the complainant.
- The complainant will be invited to attend a meeting with a representative if wished.
- Not later than seven clear working days prior to the meeting, the complainant and the Council will exchange copies of any documentation or other evidence to be relied on at the meeting.

3.2. At the Council Meeting or Closed Session Meeting

- The Chairman of the meeting will introduce everyone and explain the procedure.
- The complainant (or representative) will outline the grounds for complaint before any questions from the Clerk and then from members if present.
- The Clerk will explain the Council's position before any questions from the complainant, and from members if present.
- The complainant and the Clerk will then summarise their position; they then leave the room while members decide whether or not the grounds for the complaint have been made.
- If the decision is unlikely to be finalised on that day an estimated date will be given.

3.3. After the Meeting

- The decision will be confirmed in writing within seven working days together with details of any action to be taken.
- The result of the proceedings will be reported at the next Parish Council meeting after the appeal period has passed, ensuring that agreed confidential issues are appropriately respected.

3.4. Appeals

- Should the complainant not agree with the decision they will be entitled to appeal the decision within fourteen days of receipt of the result of the proceedings.
- The councillors nominated to handle the appeal will, within twenty-one days of receiving the appeal, examine the way in which the Parish Council dealt with the complaint.
- If procedures were correctly handled by the Council then the appellant will be notified that the appeal has not been successful. If the complaint was not handled correctly it will be referred back for consideration as at 3.2.
- The appellant will be notified of the result of the appeals process within fourteen days.