

CLENCHWARTON PARISH COUNCIL

COMPLAINTS PRODEDURE

1. Clenchwarton Parish Council is committed to providing a quality service for the benefit of people who live and work in our area. If you are dissatisfied with the standard of service you have received from this council are unhappy about any action or lack of action by this council, this complains procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1 complaints by one council employee against another or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2 complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the council. If a complaint against a councillor is received by the council it will be referred to the Borough Council monitoring officer. Further information on the process of dealing with complaints may be obtained from the monitoring officer at Kings Lynn and West Norfolk Borough Council.
4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter.

You may do this by writing to the council in advance of the meeting at which the item is to be discussed. You may also be able to raise your concerns in the resident's participation section (open session). If you are unhappy with a council decision you may raise your concerns with the council however 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 Standing Orders is followed.

5. You may make your complaint about the council's procedures or administration to the clerk. You may do this in person, by phone or by writing to our emailing the clerk.
6. Wherever possible the clerk will try to resolve your complaint immediately. If this is not possible the clerk will normally try to acknowledge your complaint within ten working days.
7. If you do not want to report your complaint you may make your complaint directly to the chairman of the council who will report your complaint to the council.
8. The Council will investigate your complaint and let you know the outcome.
9. The clerk or the chairman will notify you within 30 working days of the outcome of your complaint and what action, if any, the council proposes to take as a result of your complaint.

Contact: The Clerk of the Parish Council
clerkclenchwarton@btconnect.com 01553 773254

adopted August 2018