SOUTH HANNINGFIELD PARISH COUNCIL

Complaints Procedure

2020

Adopted by the Council at their meeting dated 14th May 2020

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Complaints Procedure

Introduction

South Hanningfield Parish Council ("SHPC") is committed to providing a quality service for the benefit of the people who live and/or work in its community. If someone is dissatisfied with the standard of the service received or are unhappy about an action or lack of action, this complaints procedure sets out how they may complain to the Council and how SHPC will try to resolve the complaint.

The following procedure has been adopted for dealing with complaints about the Council's administration or its procedures. This procedure does not cover complaints about the conduct of a member of the Council. Complaints relating to the conduct of a member of the Council and/or the Clerk to the Council and/or a Council employee will be dealt with under the terms of the Council's Code of Conduct.

Procedure

Any complaint must be made in writing either by email or receipted mail and addressed to the Clerk to the Council (the "Clerk") whose contact details are detailed below. If the complaint concerns and/or involves the Clerk then the complaint should be addressed to the Chairman of the Council at the address below and clearly marked "Private & Confidential" The Chairman will report the complaint to the Council at the next meeting of the Council or within five working days whichever is the sooner.

The Clerk or the Council (as appropriate) will acknowledge receipt of the complaint within five working days.

The complaint should cover as much detail as possible and enclose any relevant supporting documentation either certified copies and/or .pdf format.

The Council will form a temporary working party consisting of three duly appointed Councillors to carry out an investigation into the complaint and will within fifteen working days provide the complainant with an update on progress and/or a suggested resolution.

SHPC will try to adhere to the timings outlined in this procedure but in the case of a complex complaint a delay may be unavoidable. Should any delay be encountered the complainant will be advised accordingly.

As soon as possible after the decision has been made but no later than five working days after the decision is made the complainant will be notified of the outcome in writing and where applicable details of any remedial action.

If the complainant is dissatisfied with the response to the complaint by the working party, they may ask for the matter to be referred to full Council on appeal. The Clerk to the Council will report any complaint that has not been resolved to the next meeting of the Council. The complainant will be given the opportunity to speak directly to the Council at the meeting.

The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and general public, but any final decision on the complaint will be announced at the next open meeting of the Council following the date of the decision.

Contact Details:

Mrs Julie Moule
Clerk to the Council
SOUTH HANNINGFIELD PARISH COUNCIL
Ramsden Heath Village Hall
Dowsett Lane,
Ramsden Heath CM11 1HX

Tel: 01268-710820

Email: shpc1@hotmail.com

Mr Kevin Black
Chairman
SOUTH HANNINGFIELD PARISH COUNCIL
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