

Urchfont Parish Council: Complaints Procedure

The purpose of a complaints procedure is to resolve differences as quickly as possible to the satisfaction of all concerned.

1. Introduction

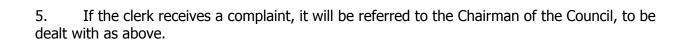
This procedure is for dealing with complaints other than alleged 'Code of Conduct' breaches which will initially be dealt with by Wiltshire Council Monitoring Officer in accordance with procedures set out on the Wiltshire Council website.

2. In all cases:

- i. the complainant should be informed of the process that will be followed to deal with their complaint, kept informed of progress and formally given a final decision.
- ii. a formal record is to be kept of all complaints, the evidence, discussion at any meetings or interviews that take place and the final outcome.
- 3. If you as a Councillor receive a complaint from a parishioner about Council policy or actions, you should:
 - i. Check that you have correctly understood what the complaint is about.
 - If you can answer the complaint yourself to the satisfaction of the parishioner making it, do so; and then inform the Chairman of the nature of the complaint, and your response.
 - iii. If you cannot answer the complaint yourself (e.g. because it concerns the Planning Group or working group you are not a member of) it should be referred to the Chairman of the Council, or of the appropriate Group.
 - iv. If the parishioner is not satisfied with an oral response, they should be asked to make the complaint in writing to the Chairman of the Council.
 - v. If the subject of the complaint is the responsibility of Planning Group or another designated group, the Chairman shall call a meeting of that group to consider the complaint, and to respond to the parishioner.
 - vi. If this does not resolve the matter, the Chairman of the Council will call a meeting, within 14 days, of appropriate councillors to decide on a response. The complainant may be asked to attend this meeting (with a companion of his/her choice if they wish).
- vii. If no resolution can be reached in this way, a final arbitration will be requested from WALC.
- 4. If you as a Councillor receive a complaint from a parishioner about the clerk, or another councillor, or work done on behalf of the Parish Council, you should:
 - i. Inform the Chairman of the nature of the complaint, and he/she will decide what action should be taken.
 - ii. If the Chairman's action does not resolve the complaint, the Chairman or Vice-Chairman should attempt to arrange a meeting, being present them self as a third party.
 - iii. If this still does not resolve the situation, the parishioner should be asked to send their complaint in writing to the Chairman, who will then call a meeting of appropriate councillors as above. Both sides may be invited to attend.

iv.	If the complaint	cannot b	e resolved	in	this	way,	a	final	arbitration	will	be	requested
	from WALC.											

٧.	If the compla	laint is about the	Chairman,	then the V	/ice-chairman	should be	informed.



Update prepared by Bob Lunn, Clerk to the Council – January 2014