

# MINCHINHAMPTON PARISH COUNCIL

## COMPLAINTS PROCEDURE

(Adopted 26<sup>th</sup> October, 2015)

This document sets out how we will deal with complaints made about the administration of the council or its procedures. (Complaints against staff are dealt with as employment matters. Complaints against councillors are covered by this council's Code of Conduct and may be referred to the Standards Committee of Stroud District Council).

The aim is to deal with complaints proportionately and through a transparent process and to give the complainant the assurance that their grievance will be properly and fully considered.

**This procedure is for complaints that have not been capable of resolution on a less formal basis, for example by explanations from the chairman or clerk.**

(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. There may also be the opportunity to raise your concerns in the public participation section of council meetings. If you are unhappy with a council decision, you may raise your 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.)

Complaints about the council's procedures or administration should be made by writing or emailing the clerk. The clerk will then acknowledge receipt of your complaint as soon as it is received.

**Wherever possible, the clerk and/or chairman will try to resolve your complaint.**

If necessary the Complaints Committee will be asked to investigate, obtaining or hearing directly further information as necessary from you, staff or members of the council. It will then notify you of the outcome and of what action (if any) it is recommended the full council takes within 20 working days. If you are dissatisfied with the response you may ask for the complaint to be referred to the full council and (usually within eight weeks) you will again be notified of the outcome.

**Please also note that unreasonably complainant behaviour may be differently managed.**