

WHITEPARISH PARISH COUNCIL COMPLAINTS PROCEDURE

This complaints procedure applies to all complaints about council administration and procedures. Separate arrangements as prescribed by law are in place in respect of Councillors. These arrangements are referred to at paragraph 7 below. The aim of this complaint's procedure is to swiftly investigate all complaints in an impartial manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

Complaints will normally be received by the Clerk or Chair. If they are received by other members of the Council they should be forwarded immediately to the Clerk and the Chair. If the complaint involves the Clerk personally, the complainant should address the complaint direct to the Chair.

The Parish Council will not action any information/complaints made anonymously whether by telephone, email or letter.

1. Upon receipt of a complaint the Clerk will try to resolve the matter as soon as is practicable.
2. If the member of the public is not satisfied with the response, they may submit a formal complaint to the Clerk in writing with full details of the complaint, and enclosing all their contact details.
3. They will receive a written acknowledgement of their complaint within 15 working days. Day 1 = the next working day after receipt.
4. The Clerk will bring all formal written complaints to a meeting of full Council, having first consulted with the Chair and Vice Chair on whether the complaint warrants discussion at a Council meeting in the absence of the press and public. The complainant may be offered the opportunity to explain the nature of the complaint at the meeting.
5. The Clerk will communicate to the complainant in writing the decision that has been made by the Council and the nature of any action taken by the Council. The Council aims to make a decision within 40 working days. Day 1 = the next working day after receipt.
6. Complaints against the Clerk, as sole employee, must be made in writing to the Chair and will be treated as an employment issue by the Staffing Committee whose recommendations will be made to full Council.
7. Councillors are required to observe a 'Code of Conduct.' If you think that a councillor has not followed the Code, you can complain and Wiltshire Council will look into the matter. Wiltshire Council has a special committee, called the Standards Committee, which is responsible for doing this. If you want to complain about the conduct of a Council Member, please use the Members Complaints Form on Wiltshire Council's website. Email it to MonitoringOfficer@Wiltshire.gov.uk or print off and post it to: The Monitoring Officer, Wiltshire Council, Trowbridge, Wiltshire BA14 8JN.
8. Unreasonable and vexatious claims. There will be circumstances when a complainant persists in wishing to pursue a complaint when it clearly has no reasonable basis, or makes complaints in order to inconvenience the Council rather than genuinely resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly. The Council will decide if no further action can usefully be taken in response to the complainant, and inform the complainant so, making it clear that only new and substantive issues will merit a response.

We understand that making a complaint can be difficult but we will not tolerate unreasonable, aggressive, or abusive behaviour.