



IDMISTON PARISH COUNCIL
Cranbourne,
White Way, Pitton,
Salisbury SP5 1DT
Clerk: Catherine Purves FSLCC
parishclerk@idmistonpc.org
Tel: 07763 411595

DRAFT Complaints Policy and Procedure

To be adopted 9th September 2019

1. **Idmiston Parish Council** is committed to providing a quality service for the benefit of the people who live or work in its area or who are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Parish Council, or are unhappy about an action or lack of action by this Parish Council, this Complaints Procedure sets out how you may complain to the Parish Council and how the Parish Council will try to resolve your complaint.

2. This Complaints Procedure applies to complaints about Parish 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 between a Parish 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 Parish Council and, if the Parish Council receives a complaint against a councillor, it will be referred to the Wiltshire Council Monitoring Officer for further action. More information on the process of submitting a complaint against councillor may be obtained from the Wiltshire Council Monitoring Officer.

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. There is also an 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.

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 or emailing the Clerk. The contact details are set out below.

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 five working days.

7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to a committee of Council members designated to investigate it.

8. The Clerk or the Complaints Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or members of the Council.

9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Committee of the Parish Council or to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts:

The Clerk of Idmiston Parish Council

Address: Cranbourne, White Way, Pitton, Salisbury, Wilts, SP5 1DT

Telephone: 07763 411595 Email: parishclerk@idmistonpc.org

The Chairman of Idmiston Parish Council

Telephone: 07769 324365 Email: andy.oliver@idmistonpc.org

Dealing with the Complaints at the Meeting of the Council

1. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.

2. The chairman should introduce everyone and explain the procedure.

3. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk or other nominated officer and then (ii), members.

4. The clerk or other nominated officer will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.

5. The clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.

6. The clerk or other nominated officer and the complainant should be asked to leave the room while members decide if the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

7. The clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

8. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

This policy was reviewed and approved at the IPC meeting June 2020.

Next review – May 2022, and every four years thereafter, unless required earlier by statute.