

Quendon & Rickling Parish Council

Complaints Procedure (revised 11th March 2020)

This Complaints procedure covers complaints from the public or outside bodies about the administration of the council or its procedures but,

does not cover complaints about an employee of the Council. All complaints about employees are dealt with internally as an employment matter.

does not cover complaints about a Councillor as these come under the jurisdiction of the Code of Conduct and are dealt with directly by Uttlesford District Council

does not cover local elector's statutory right to object to the Council's audit of accounts (s.16 Audit Commission Act 1998)

does not cover criminal activity which is the responsibility of the Police

This Complaints Procedure is intended to deal with those complaints that cannot be satisfied by less formal measures or explanations provided by the Clerk or other Proper Officer or Chairman of the Council.

All correspondence relating to a complaint should be directed through the Parish Clerk.

In normal circumstances on receipt of a complaint the Clerk will:

1. Consult with the Chairman/Vice Chairman of the Parish Council and/or the Chairman of the relevant committee.
2. Draft a response to the complainant and agree its content with the responsible Chairman/Vice Chairman.
3. A full written response to the complainant will then be sent by the Clerk.
4. If the complainant is not satisfied with this response and wishes to pursue the matter further then the following procedure will apply:

Complaints will be dealt with by a review panel of the Council who will be nominated by the Chairman and Vice Chairman as and when required. This review group will be as independent as possible and will not comprise of members of a sub-committee under whose jurisdiction the complaint falls unless the complaint relates to the full council. The name of the complainant will only be made known to the review panel.

5. Any decision of the review group will be final and will be reported at the next Full Council meeting.

NOTE:

A log of any written complaints or compliments will be kept.

Adopted by Quendon & Rickling Parish Council at the meeting on 11th March 2020.