

LICKEY AND BLACKWELL PARISH COUNCIL



Complaints Procedure

1. This policy sets out the procedure for making a complaint about the procedures or administration of the Parish Council. It does not cover complaints against an individual Councillor. Any complaints about the behaviour of a Local Councillor should be addressed to the Monitoring Officer, Bromsgrove District Council.
2. It is hoped that most complaints can be resolved informally. Informal complaints can be made by telephone, email or in person to the Clerk, or to the Chairman if the complaint is against the Clerk. Complaints should always be directed through the Clerk and not through individual Local Councillors.
3. If it is not possible to resolve a complaint informally, or if the complaint is very serious, then a formal complaint must be made in writing to the Clerk. If the complaint is against the Clerk then the process as detailed below should be followed, but the Chairman of the Council will handle the complaint instead of the Clerk.
4. The Clerk will acknowledge receipt of the complaint within three working days and will carry out an initial investigation into the complaint. The Clerk will provide the complainant with an update on progress or a suggested resolution within ten working days.
5. If the complainant is satisfied with the resolution then the complaint is closed. The Clerk will report summary details of the complaint and its resolution to the next meeting of the Council.
6. If the complainant is not satisfied, the Clerk will bring the complaint to the next meeting of the Council. The Clerk will invite the complainant to attend the meeting to explain the complaint in person.
7. The Council may decide that the circumstances of the complaint mean that the press and public should be excluded from the meeting while the complaint is discussed. However, any decision on a complaint will be announced at the meeting in public.
8. As soon as possible after the decision has been made, the Clerk will advise the complainant, in writing, of the Council's decision and any action to be taken.
9. The Council will only defer consideration of a complaint if advice on issues of law or practice is required from the Worcestershire County Association of Local Clerks or another source of legal advice. The complaint will be dealt with at the next meeting after the advice has been received.
10. A summary of any complaints received during the year will be included in the Annual Report.

This procedure endeavours to ensure that complainants can feel satisfied that their grievance has been properly and fully considered.