

East Harptree Parish Council

Complaints Policy

Council Statement

East Harptree Parish Council is committed to providing a quality service and adopted this policy accordingly at its meeting as detailed in the schedule above. If you are dissatisfied with the standard of service from the council, its administration or procedures, or are unhappy about an action taken by this council, this Complaints Procedure sets out how you may complain to the council and how we will try to resolve your complaint. The Local Government Ombudsman cannot consider complaints about a Town or Parish Council. This policy is subject to a 3 yearly review cycle or if there is a change in legislation.

This Complaints Procedure applies to complaints about council administration, procedures and the delivery of its services and may include complaints about how council employees or contractors have carried out their work.

This Complaints Procedure does not apply to:

- Complaints against Councillors – these are covered by the Parish Councils Code of Conduct. Any complaint against a Councillor is to be referred to the Monitoring Officer at Bath & North-East Somerset Council.
- Financial irregularity – electors have the right to object to an audit of accounts through the Audit Commission or the Councils auditor.

How can I complain?

- You may make your complaint 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.
- 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.
- If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council.

Where possible, the complaint will be handled informally, and a satisfactory resolution agreed. The Clerk or the Chair 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 timescale may have to be extended. If it is, you will be kept informed. The Parish Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.

If you are dissatisfied with the response you may ask for your complaint to be referred to the full Council. As soon as a decision has been made and any action is to be taken you will be notified in writing of the outcome within 8 weeks.

Contact Details:

Clerk of East Harptree Parish Council, email: parish.clerk@eastharptreeparish.org