

# **1. COMPLAINTS POLICY**

## **1.1 INTRODUCTION**

Enborne Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. The Parish Council strives to get its service delivery right every time, but there are occasions when service users may be dissatisfied with its performance for any number of reasons.

## **1.2 APPLICATION**

This Complaints Procedure applies to complaints about Enborne Parish Council administration and procedures and may include complaints about how council employees have dealt with concerns that have been raised.

This Complaints Procedure does not apply to complaints by one Parish Council employee against another Parish Council employee, or between a Parish Council employee and the Parish Council as employer. These matters are dealt with under the Parish Council's disciplinary and grievance procedures.

## **1.3 COMPLAINTS AGAINST COUNCILLORS**

Complaints against Enborne Parish Councillors are covered by the Code of Conduct for Members adopted by the Council on 16<sup>th</sup> May, 2016. If a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of West Berkshire Council.

A complaint about a Parish Councillor should be addressed to:

The Monitoring Officer  
West Berkshire District Council  
Council Officers  
Market Street  
Newbury  
Berkshire  
RG14 5LD

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor. The Officer will not deal with complaints about matters that are not covered by the Councillor's Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct.

## **1.4 INFLUENCING DECISION-MAKING**

The appropriate time to influence Parish Council decision making is by raising concerns before the Council debates and votes on a matter. This can be done by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise concerns in the Public Session section of Parish Council meetings.

Concerns about Enborne Parish Council decisions may be raised with the Parish Council. However, Standing Orders prevent Enborne Parish 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.

### **1.5 FORMAL COMPLAINTS**

Complaints about Enborne Parish Council's procedures or administration may be made to the Parish Clerk. This can be done by appointment in person, by telephone, in writing or by e-mailing the Parish Clerk. The addresses and telephone numbers are set out at the beginning of the Policy and Procedures document.

Wherever possible the Parish 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 Chairman of Enborne Parish Council who will report your complaint to the Complaints Committee of Enborne Parish Council or to Enborne Parish Council (as appropriate).

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

The Clerk or the Chairman of Enborne Parish Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) Enborne Parish 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.)

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Committee of Enborne 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.