



# FINSTALL PARISH COUNCIL

## COMPLAINTS POLICY and PROCEDURE

Adopted date	07/11/2023	Reviewed
Next review date	April 2025	06/05/2025

### Introduction

1. **Finstall 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 local community. We always strive to get things right but we know that there is potential for something to go wrong.
2. **This policy** sets out the procedure to follow if a person is not satisfied with the standard or service they have received from this council or are unhappy about an action or lack of action by us.
3. **This policy** applies solely to complaints about council administration and procedures which may include complaints about how concerns have been dealt with.
4. **This policy does not apply to:**
  - a) **Complaints against council members.**

Complaints against council members are covered by the council's Members' Code of Conduct and must be referred to the Monitoring Officer at Bromsgrove District Council. It would be contrary to the Localism Act 2011 for the parish council to deal with such complaints itself.

Detail on [dealing with complaints against councillors](#) is available from the Monitoring Officer at Bromsgrove District Council.

If the complaint relates to a Finstall Parish Council member's failure to declare a disclosable pecuniary interest or any other allegation of a criminal nature, then the complainant is advised to contact the police directly.
  - b) **Complaints against council staff or between council employee and the council as employer.**

These matters are properly dealt with under the council's staffing procedures.
  - c) **Complaints about recent policy or financial decisions taken by the Council.**

The appropriate time for influencing council decision-making is by raising any concerns before the council debates and votes on the matter. All the council's agendas are published in advance of the meeting and published on the parish notice boards and on its website [online](#).

The council welcomes comments in writing or by email in advance of the meeting at which the item is to be discussed. Members of the public may also take the opportunity to speak during the public participation period of the meeting.

Council decisions may be re-visited within six months of being made only under exceptional circumstances and in keeping with Standing Orders.

## Procedure

5. **Complaints about the council's procedures or administration** must be addressed to the Clerk in writing either by post or by email via the contact details below and receipt will be acknowledged. If the complainant would prefer to not contact the Clerk, they are advised to contact the Chairman instead with the caveat that due to the council's rules of procedure the Chairman will be unable to act until the matter is reported fully to the Council where a decision may be taken.
6. **Upon notification of the complaint** the Clerk will try to resolve it as soon as possible.
7. **Where necessary**, further information may be requested from the complainant and from staff and / or members of the council.
8. **The Clerk or the Chairman**, will notify the complainant within 20 working days of the outcome of the investigation with details of the action (if any) the council proposes to take as a result. In exceptional cases the 20-working days' timescale may have to be extended in which case the complainant will be kept informed.
9. **The Clerk or Chairman** shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
10. **If the complaint** relates to an issue of law or practice for which advice from WorcsCALC or other legal source is necessary, both the complainant and the council will be kept informed and the matter shall be dealt with at the next meeting following receipt of the advice.
11. **Should the complainant remain dissatisfied**, they may ask for the matter to be referred to the full council for review but only within a window of up to six weeks following the outcome of the initial investigation.
12. **Complaints that are deemed vexatious** or mischievous will be acknowledged as such and the complainant will be notified.
13. **A summary** of complaints received each year will be included in the Annual Report and will be logged on the council's website.

### Contacts:

Parish Clerk, Finstall Parish Council

Telephone:

Email: [clerk@finstallparishcouncil.gov.uk](mailto:clerk@finstallparishcouncil.gov.uk)

Other contact details and the name of the Chairman for the current civic year are available on the parish council's website.