

# TEMPSFORD PARISH COUNCIL

## Complaints Policy & Procedure

To be used in cases of complaint by the public about the  
Parish Council's procedures and their implementation  
and administration

### Document Control

<b>Title</b>	<b>Complaints Procedure</b>
<b>Distribution</b>	<b>Internal and External</b>
<b>Adopted</b>	<b>May 2013</b>
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### Document Amendment History

<b>Revision</b>	<b>Date of change</b>	<b>Change description</b>
<b>V1.00</b>	<b>May 2013</b>	<b>Reviewed &amp; Adopted</b>
<b>V2.00</b>	<b>January 2025</b>	<b>Reviewed</b>

# TEMPSFORD PARISH COUNCIL

## COMPLAINTS POLICY & PROCEDURE

### Policy Statement

This Policy has been adopted by The Tempsford Parish Council to outline its approach to dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate for consideration.

If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.

### Purpose

To ensure that all complaints are dealt with in a timely and appropriate manner and in accordance with Best Practice.

### Procedure

All complaints should be communicated to the Council in writing to either [clerk@tempsford.org](mailto:clerk@tempsford.org) or the Clerk's postal address which can be found here on the website - <https://www.tempsford.online/the-parish-council>

The complaint should be acknowledged within **seven working days** and it will be confirmed that **the Clerk** will be dealing with the complaint. (For complaints about the Clerk please see below).

The complainant will be asked to confirm if they want the complaint to be treated confidentially. Regardless of whether they want the complaint to be treated confidentially or not the Council must comply with its obligations under the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.

The Council's complaint procedure will be sent to the complainant and will be available on the Council's website. The Clerk will also confirm the next steps in the complaints procedure.

If the complaint concerns the Clerk then it should be sent to the Chairman. Their details can be found here - <https://www.tempsford.online/the-parish-council>

## **TEMPSFORD PARISH COUNCIL**

### **Investigating the Complaint**

All information regarding the complaint should be submitted by the Complainant and the Council will have 20 working days in which to carry out its enquiries into the matter.

Wherever possible and within the limits of the above timescale, the matter will be discussed at the next available Parish Council meeting. If this is not achievable it is acceptable for any discussions to be carried out via email.

### **After the complaint has been decided:**

Within the timeframe specified, the council should write to the complainant to confirm whether or not it has upheld the complaint. The council should give reasons for its decision together with details of any action to be taken by the council if this is appropriate.

Any decision or recommendation on the complaint will be ratified and announced at the next meeting of the Council in public.

### **Appeals**

If the complainant is unhappy about the outcome of their complaint, they have the right to appeal which must be notified to the Council within 14 days of the date of the letter confirming their decision. The Complainant must put their appeal in writing together with full details of what they are unhappy with and any further evidence that they have to substantiate the appeal.

If, after an appeal has been investigated, and the outcome remains unchanged, the appeal process is deemed to have been completed and no further action by the Council is required in this matter.

If the Complainant is not satisfied with the outcome of the appeal, then they have the right to take the matter to the Ombudsman. Information on how to take a case to the Ombudsman can be found at <https://www.lgo.org.uk/>