

GREAT COMBERTON PARISH COUNCIL

COMPLAINTS PROCEDURE

Great Comberton 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. If you are dissatisfied with the standard of service you have received or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain to the Parish Council and how we shall try to resolve your complaint.

The type of complaints that can be addressed using this procedure:

This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way the clerk has dealt with your concerns.

It is not appropriate to deal with all complaints using this procedure. For example, complaints about financial irregularity, criminal activity, councillor / clerk conduct require special consideration or may be subject to other council or third-party procedures. If your complaint does not fall within the scope for this procedure, please contact either the Clerk or Chair of the Council for further advice.

How to contact us with your complaint:

Contact the Clerk:

- By phone: 01386 561879
- Email: greatcombertonpc@outlook.com
- In writing: Little Manor, Main St, Pinvin, Pershore, WR102ES

We will consider any complaints which relate to the services we provide but complaints about councillor behaviour should be addressed to the Monitoring Officer of Wychavon District Council.

What can you expect from us?

- your representation will be acknowledged within 10 working days
- you will be given the name and number of the person dealing with your representation
- you will receive a full written response and we will keep you informed of progress
- you will be treated fairly and courteously
- your complaint will be treated confidentially
- we will not discriminate against you in the future because you have complained
- the Council will always try to put things right
- we will use information gathered from complaints to improve our services in the future
- complaints made one year after the event complained about may not be accepted for investigation
- complaints which are repetitive or aggressive may be regarded as vexatious

How can you make a complaint?

Stage 1

- the first thing to do is to write to or email the clerk or councillor of choice setting out the reasons for your complaint and what can be reasonably done to address the problem
- the complaint will be passed to the clerk, or council, for further action depending on the seriousness of the complaint; it will be acknowledged within 7 working days and you will receive a full, written explanation within 20 working days, or, if this is impossible, you will be given an alternative date

- if at this stage you are still unhappy you can ask for the complaint to be passed onto the stage 2 process

Stage 2

- if appropriate, the complaint will be investigated by a complaints panel comprising 3 councillors

If after this you are dissatisfied with the Council's response to your complaint you can go to the Local Government Ombudsman, there is an online form for completion at: <https://www.lgo.org.uk>

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