



Complaints Procedure

Introduction

Sandymoor Parish Council (“the 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 from this Council or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how the Council will try to resolve your complaint.

Who this applies to

This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

This procedure does not apply to complaints by one Council employee against another Council employee or between a Council employee and the Council, as their employer. These matters are dealt with under the Council's other procedures.

This procedure also does not apply to complaints made against Councillors in connection with the Code of Conduct policy.

How to complain

You may complain about the Council's procedures or administration to the clerk, by emailing the clerk at the address detailed at the end of this procedure. Before you make a complaint about the Council's procedures, ensure that you are aware that there are set times for influencing Council decision-making. The appropriate time for raising a concern on a topic is before the Council debates and voted on the matter, either by writing to the clerk in advance of the meeting or, if the opportunity is given, speaking in the public participation section of the Council meeting.

If you do not wish to report your complaint to the clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council, as appropriate.

What happens next

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.

The Clerk or the Council, as appropriate, will investigate each complaint, obtaining information as necessary from you and/or staff or members of the Council.

The Clerk or 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 20 working days timescale may have to be extended. If this is the case, you will be kept informed.

If you are dissatisfied with the response to your complaint, you may request for your complaint to be referred to the full Parish Council, as appropriate and you will be notified in writing of the outcome of the review of your original complaint, usually within 8 weeks.

Contact Information

Clerk: Mr Arthur Neil, Email: clerk@sandymoorparishcouncil.gov.uk

Chair: Cllr Steve Mahon: Email: chair@sandymoorparishcouncil.gov.uk

Policy Adopted:



19th Dec 2024

Signed and dated on behalf of Sandymoor Parish Council (Chair)



19th Dec 2024

Signed and dated by Sandymoor Parish Council Clerk

Appendix 1 – Change Log

Date Issued	Reason for Update
19 th Dec 2024	Clerk details updated and format changed to new branding