

Complaints Procedure

1. Waltham on the Wolds and Thorpe Arnold 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 from this Parish Council, or are unhappy about an action or lack of action by the Parish Council, this complaints procedure sets out how you may complain and how we shall try to resolve your complaint.
2. **What is a complaint?** This complaints procedure applies to complaints about Parish Council administration and procedures and may include complaints about how Parish Council employees have dealt with your concerns.

A formal complaint can be made when you believe:

- A Parish Council service has let you down;
- We have not done something we said we would do;
- We did something wrong;
- The service we provided was unfair.

3. **What is not a complaint?** 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;
 - complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Parish Council (a copy is available to download from our website or in hard copy from the Parish Council office). If a complaint against a councillor is received by the Parish Council, it will be referred to the Standards Committee of Melton Borough Council.

Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of the Borough Council.

4. The appropriate time for influencing Parish Council decision-making is by raising your concerns before the Parish Council debates and votes on a matter. You may do this by writing to the Parish Clerk in advance of the meeting at which the item is to be discussed. There is also the opportunity to raise your concerns in the public participation section of Parish Council meetings.
5. If you are unhappy with a Parish Council decision, you may raise your concerns with the Parish Clerk, but Standing Orders prevent the 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.
6. You may make your complaint about the Parish Council's procedures or administration to the Parish Clerk. You may do this in person, by phone, or by writing to or emailing the Parish Clerk. Details are set out below. The Parish Council will not accept anonymous complaints.

7. Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, the Parish Clerk will normally try to acknowledge your complaint within five working days.
8. If you do not wish to report your complaint to the Parish Clerk, you may make your complaint directly to the Chairman of the Parish Council who will report your complaint to the Parish Council.
9. The Parish Clerk or the Parish Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Parish Council.
10. The Parish Clerk or the Chairman of the Parish Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the 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.)
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Parish Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Parish Clerk:

Nancy Denny
The Clerk of Waltham on the Wolds and Thorpe Arnold Parish Council
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This document was adopted by the Council at its meeting held 20th June 2024.

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Signed _____ Chair