



# CRIMPLESHAM PARISH COUNCIL COMPLAINTS POLICY

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**Originated on: March 2025**

**Updated:**

**Review: March 2029**

## **Introduction**

Crimplesham 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 Council or are unhappy about an action or lack of action by this Council, this Policy sets out how you may complain to the Council and how we shall try to resolve your complaint.

## **Applicability**

This Policy applies to complaints about Parish Council administration, procedures and service. It also includes complaints about how the council has dealt with your concerns.

It does not apply to complaints between a council employee and the council as an employer.

## **Complaints against a Councillors or Clerk**

All Councillors are bound by the rules within the Code of Conduct for Councillors.

Any complaint made in relation to the above criteria will first be submitted to Crimplesham Parish Council for review and response.

All complaints will be addressed to the parish clerk. Any complaints sent directly to any council members will not be considered.

Crimplesham Parish Council will not respond to any complaints made via third parties where it has not first been given the opportunity to review and respond.

When a complaint is made, the complaint will be acknowledged in writing within 15 working days after it is received by the Clerk – details of how to contact the Clerk to make a complaint can be found in section 6 below.

The Parish Councillors will be advised of the Complaint by the Clerk via email at the point of acknowledgement.

After acknowledgement the Clerk and Chair (or Vice Chair in their absence), will investigate the Complaint for up to 25 working days (after the date of acknowledgement). The Complainant will be advised that the investigation findings will be presented to the Parish Council in a closed to the public meeting for decision on whether their complaint is upheld or not. Normal quorum rules apply. The Chair (or Vice Chair in their absence or if a complaint about the Chair) will raise any complaint received about a Councillor preferably in person or on the phone initially. If the Councillor does not wish to be present a closed meeting to discuss the complaint, it will still be held with as many of the Parish Councillors as possible keeping to normal quorate meeting rules, it must include the Chair or Vice Chair, and the Clerk must also be present to take a record of the meeting.



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The person who made a complaint against a Councillor will be informed in writing of the outcome following the closed meeting of the Parish Council and will be advised of its findings.

### **General Complaints**

The Parish Council provides the opportunity to raise concern(s) through the public participation section included at each Parish Council Meeting. These generally are comments that the Parish Council can resolve through the powers that it has, and therefore will not be judged as a complaint.

Your complaint may be about the Council's services, procedures or administration and should be made to the Parish Clerk in writing giving the reasons why you wish to complain and what resolution is hoped for.

Each complaint will be investigated obtaining further information as necessary. If it is felt that the issued raised is not a complaint and is an issue/query/comment instead, then it won't be covered by this policy. The decision of whether it is a complaint will be at the discretion of the Clerk and Chair (Vice Chair in their absence).

### Step 1 – First Contact Complaint Resolution

Where a member of the public expresses a wish to make a complaint this must be done firstly via the Parish Clerk – contact details shown below in section 6.

The Clerk will send an acknowledgement within 15 working days of receipt of the Complaint.

If it is the first time that the issue has been raised with the Parish Council, the Parish Clerk and Chair (Or Vice Chair in their absence) will make steps to resolve within 25 working days.

This resolution will be confirmed in a closed session of the Parish Council as soon as practicable after.

If the complaint is something that is not within the Parish Council's powers to resolve the person will be directed to the appropriate authority.

It may be possible that after investigation the Clerk and Chair (Vice Chair in their Absence) do not agree that the complaint should be upheld, and the person will be notified in writing within 25 working days.

### Step 2 – Complainant Still Not Satisfied – after initial outcome

Once a response is received at step 1, and the member of public is still not satisfied after outcome they may go this second step.

The person must put in writing to the Clerk why they feel they are not satisfied with resolutions or responses to step 1 and what they feel should be done to resolve this.

Upon receipt of this information the Clerk will acknowledge within 15 working days.

The Parish Council will arrange to meet under a closed meeting to discuss the complaint and will look to either uphold or not upload their complaint.

If there are agreed resolutions these will be carried out within 25 working days after the closed meeting via the Parish Clerk.

The Complainant will be notified of the outcome in writing after the closed session by the Parish Clerk.

Due to GDPR regulations it is not deemed appropriate to discuss the issue outside a closed meeting of the Parish Council.



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### Resolution

If the complainant is unhappy with a Council decision or action taken to resolve at step 2, the complainant may raise your concerns with the Council. However, the Council will not re-open issues for six months from the date of the decision, unless there are exceptional grounds.

Should the Parish Council feel it necessary, they will instigate their Policy on Dealing with Abusive, Persistent or Vexatious Complaints.

### Contact Details

Parish Clerk: [clerk@crimpleham-pc.gov.uk](mailto:clerk@crimpleham-pc.gov.uk)



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### CRIMPLESHAM PARISH COUNCIL – COMPLAINT FORM

**Complaint made by:**

**Name**

**Address**

**Postcode**

**Home Phone**

**Work Phone**

**E-Mail Address**

Complaints will be treated in the strictest confidence. Please refer to the accompanying procedure before completing this form.

Please return this form to the Parish Clerk



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