

## **BACTON & EDINGTHORPE PARISH COUNCIL COMPLAINTS POLICY**

Bacton & Edingthorpe Parish Council aims to avoid complaints by providing a good quality of service. However, if you do wish to make a complaint about any aspect of our activity, we have a clear system that will deal with it effectively and speedily. This system is based upon statutory guidance and has been approved by the Parish Council. It is regularly monitored by the Clerk and by the Council. Our aim is to address any concerns openly, speedily and fairly. Where possible we prefer to deal with any issues informally by discussion face to face or on the telephone. In this way we hope that problems will not grow out of proportion and become more serious than they need be.

### **Three Steps to Put Things Right**

#### Step 1: Informal Resolution

If you have a complaint about any aspect of the service provided by Bacton & Edingthorpe Parish Council, contact the Clerk by calling in, telephoning or writing. No prescribed form is necessary at this stage. The Clerk to the Parish Council has primary responsibility for dealing with complaints, but should your complaint be about the Clerk, then it should be directed to the Chair of Bacton & Edingthorpe Parish Council. You will receive an acknowledgement within 7 days and a full response within 28 days.

#### Step 2: Formal Complaints

If you feel that your complaint has not been dealt with adequately at the informal stage, you can make your complaint formal by completing a Complaints Form, a copy of which is attached-

Please complete the Form and return it to the Clerk to Bacton & Edingthorpe Parish Council, Raynham House, 10 New Road, North Walsham, Norfolk, NR28 9DF. The Clerk will acknowledge receipt of the completed Form within 7 days and the matter will be referred to the next Full Council meeting for consideration.

In the event of the complaint being against the Clerk, then the Form should be directed to the Chair.

There is no appeal to the Local Government Ombudsman in respect of actions of Parish Councils.

#### Step 3: Complaints not covered by this Policy

A number of matters are not covered by Bacton & Edingthorpe Parish Council's Complaints Policy. These are as follows:-

1. Complaints about formal decisions and resolutions taken by the Council.
2. Complaints about the level or standard of a service approved by the Parish Council.
3. Requests for information or explanations of Council policy or practice.
4. Matters for which there is a right of appeal to or review by the Courts.
5. Complaints regarding the conduct of the Clerk in the execution of his or her duties. These may be a capability or a disciplinary matter and must be dealt with in accordance with the provisions of employment law which confers a right of confidentiality upon the employee.
6. The conduct of a Councillor in the course of carrying out his or her official duties.

## **Complaints about Parish Councillors**

Since May 2011, North Norfolk District Council has handled complaints from members of the public regarding certain types of misconduct by, inter alia, Parish Councillors, under changes to the framework for assessing councillors' conduct introduced by the Government.

If you should wish to complain about the conduct of a Member of the Parish Council then you must submit your complaint to the Monitoring Officer, North Norfolk District Council, Council Offices, Holt Road, Cromer, Norfolk, NR27 9EN.

Adopted October 2015

**BACTON & EDINGTHORPE PARISH COUNCIL  
COMPLAINT FORM**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

COMPLAINT AGAINST: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DESCRIBE BELOW THE NATURE OF YOUR COMPLAINT IN DETAIL PLEASE USE AN ADDITIONAL SHEET OF PAPER IF NECESSARY.