

COMMENTS, COMPLAINTS AND COMPLIMENTS PROCEDURE

**APPROVED AND ADOPTED BY NEWBOROUGH PARISH
COUNCIL ON 3rd June 2013 – Reviewed March 2016 and April
2018**

Newborough Parish Council invites you to Comment, Complain and Compliment:

Your Comments

If you have any comments or suggestions you can contact us in a number of ways:-

- Speak to any Parish Councillor who will raise it at the next Parish Council meeting.
- Write to or email the Parish Clerk.

A response from the Clerk will normally be provided within fifteen working days.

Your Complaints

From time to time members of the public may have complaints about the administration or procedures of the Parish Council.

The Parish Council is not subject to the jurisdiction of the Local Government Ombudsman. However, for transparency in local government and for the benefit of good local administration, the Council has adopted a formal procedure for considering complaints.

The procedure set out is designed to ensure that the complainant can feel satisfied that, at the very least, their complaint has been properly and fully considered.

This Procedure does not apply to complaints about the behavior of a Councillor, which are subject to the jurisdiction of the Borough Council's Standards Committee where there is perceived to be a breach of the Parish Council's adopted Code of Conduct. (Complainants on these matters will be advised to contact the Borough Council's Monitoring Officer.)

COMPLAINTS PROCEDURE

1.

If a complaint about the Council's procedures or administration is reported to a Councillor or the Parish Clerk, the Parish Clerk shall in the first instance speak to,

or write to, the complainant to endeavor to resolve the complaint by informal means.

2.

If it is not possible to satisfy the complainant by such means, the complainant shall be given a copy of the Council's Complaints Procedure, and informed that if they wish to pursue the complaint further they should write to the Parish Clerk setting out the details of their complaint, together with any documentation or other evidence they wish to refer to, and requesting that the complaint be referred to the full Parish Council at its next meeting.

3.

On receipt of such documents, the Parish Clerk shall include an item on the agenda for the next meeting and notify the Complainant of the place, time and date (not more than one calendar month from the date of receipt of the Complainant's request) when the meeting will take place.

4.

Not less than seven days before the meeting of the Parish Council the Complainant shall provide the Parish Clerk with copies of any document upon which he / she wishes to rely on at the meeting.

5.

Not less than three clear days before the meeting the Parish Council shall be provided with copies of the documents provided by the Complainant and by the Council in 3 and 4 above.

6.

At the meeting:-

- a. the Chair of the Parish Council shall introduce everyone.
- b. the Chair of the Parish Council shall explain the procedure.
- c. The Complainant (or representative) shall outline the grounds of the complaint.
- d. Members of the Council may ask questions of the Complainant.
- e. If relevant the Clerk, shall explain the Council's position.
- f. Members of the Council may ask questions of the Clerk.
- g. The Clerk shall be offered the opportunity to sum up.
- h. The Complainant (or representative) shall be offered the opportunity to sum up.

i. The Complainant (or representative) and the Clerk (if the complaint concerns the administration or procedures of the Parish Council) shall leave the room while Members decide whether or not the grounds for the complaint have been made (and if a point of clarification is needed both parties to be invited back). The Chairman will take notes of any discussion in the Clerk's absence.

j. The Complainant (or representative) and the Clerk shall return to hear the decision, or to be advised when the decision will be made.

k. After the meeting the decision will be confirmed in writing within seven working days together with details of any action to be taken.

The timescales mentioned can be extended but only with the agreement of both parties.

Your Compliments

Please contact us in any of the above ways (see Your Comments section). What you can expect from us:-

- The Council will record your Compliment and pass it on to the relevant person.

Parish Clerk contact details;

Sally Flockett
Middlebeck House
Duffield Lane
Newborough
DE13 8SH

Tel: 01283 575772

Email: newboroughparishcouncil7@outlook.com

Document approved at Parish Council meeting on

Signed

B. Waite (Chairman)