

Broadwell Parish Council

Reviewed 18/4/23

Complaints Policy

1. Broadwell Parish Council is committed to providing a quality service for its residents and visitors. If a person is dissatisfied with the standard of service they have received from the Council, or about an action or lack of action by this Council, this Complaints Procedure sets out how to complain to the Council and how Broadwell Parish Council will try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council **administration and procedures** and may include complaints about how Council employees have dealt with your concerns. Councillors are covered by the Code of Conduct and complainants should be advised to contact the Monitoring Officer at Cotswold District Council for further information relating to complaints against individual members. Complaints against **policy decisions** made by the Council shall be referred back to Council.
3. It is hoped that most complaints can be resolved quickly and amicably through the parish Clerk. The Clerk is the Proper Officer of the Council. If the complainant prefers not to put the complaint to the Clerk to the Council he or she should be advised to put it to the Chairman of the Council.
4. If a formal complaint is being raised against the Clerk, then the process should still be followed but the Chairman of the Council would take the place of the Clerk in managing the process. The Chairman will report the complaint to the Council.
5. The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on a matter. This can be done by writing to the Council in advance of the meeting in which the item is to be discussed. There may also be the opportunity to raise concerns at the meeting by expressing an interest at the appropriate time in the meeting where Public may speak.
6. Initial complaints can be made by telephone, email or letter (contact details below). No action will be taken unless the complaint is submitted in writing.
7. Complaints must always be directed through the Council offices, not through individual Councillors. They may be addressed to the Clerk or The Chairman, as appropriate.
8. The Clerk to the Council or Chairman of the Council shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
9. The Clerk to the Council or Chairman of the Council shall bring any written complaint that has not been settled to the next meeting of the Council. The Clerk to the Council shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally. (Unless such a matter may be related to Grievance, Disciplinary or Standard Board proceedings that are taking, or likely to take place when such a hearing may prejudice those hearings when the complaint will have to be heard under Exempt Business to exclude any member of the public or the press, or deferred on appropriate advice received).
10. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. Similarly, the Clerk or the Chairman of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from all those involved.

Broadwell Parish Council

Reviewed 18/4/23

11. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.

12. The procedure for the hearing of a complaint shall be as follows:

- a) Chairman to introduce everyone and to explain procedure.
- b) Complainant to outline grounds for complaint.
- c) Members to ask any question of the complainant and of the Clerk.
- d) If relevant, the Clerk to the Council should explain the council's position.
- e) Clerk to the Council and complainant to be offered opportunity of last word.
- f) Clerk to the Council and complainant will be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
- g) Clerk to the Council and complainant return to hear decision or to be advised when decision will be made.

13. The Clerk or The Chairman of the Council will notify the Complainant within 20 days of the outcome of the complaint and its resolution. If this time needs to be extended, the Complainant will be informed.

14. A complaint against a member of the Council's staff could result in disciplinary action or in cases of gross misconduct dismissal from the Council's employment. The Council will not, under any circumstances, enter into any correspondence or discussion with any complainant about any action taken, formally or informally against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.

15. A small percentage of complaints may be persistent or complain in a way that appears to be obsessive, harassing or repetitious. Whilst everyone has the right to make a legitimate complaint, they are not entitled to do so in a way that is unreasonable or which has the effect of intimidating or harassing staff.

Contacts:

Debbie Braiden: Clerk to Broadwell Parish Council

Tel: 07967 212524

Email: clerk@broadwellpc.org

Tony Leonard: Chairperson

Email: tony.leonard@broadwellpc.org

Adopted on: 1st February 2018
Minute ref: 180201/11

Reviewed 18th April 23
Minute ref: 2304/9/3

Next Review May 2025