



QUENIBOROUGH PARISH COUNCIL

COMPLAINTS PROCEDURE

Introduction

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. This procedure does not cover complaints about the conduct of a member of the Parish Council, which should, instead, be directed to Charnwood's standards committee for investigation (see below for contact details).
2. All formal complaints against the Parish Council should be communicated in writing. Complainants will also be asked to confirm whether they want the complaint to be treated confidentially, although there is a legal requirement for the Parish Council to release information under the Freedom of Information Act 2000. In such cases, all data will be anonymised so that individual data is protected.

Receipt of the Complaint

3. Usually, the complaint will be sent to the Parish Clerk either by email or by post/visit to the Parish office (contact details are set out below).
4. The Clerk will acknowledge receipt of the complaint in writing within seven working days. This acknowledgement will confirm the next steps in the process.

Investigating the Complaint

5. The Council will need to investigate the facts of the complaint and collate relevant evidence. In the first instance, the Clerk will try to settle the complaint directly with the complainant. Where the complaint relates to the Clerk's own actions, then the Chair of the Parish Council will be the first point of call. The Clerk (or Chair) will report any complaint dealt with by direct action to the next meeting of the Parish Council.
6. Where complaints cannot be dealt with directly, the full Parish Council will adjudicate.

Dealing with the Complaint

7. Where a complaint cannot be resolved by direct action, the Clerk (or Chair where the complaint is about the actions of the Clerk) will report this to the next meeting of the Parish Council. The Clerk will notify the complainant of the date on which the complaint will be considered, and will be offered an opportunity to explain the complaint to the Council orally.

8. The Council may defer dealing with any complaint if issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting of the Council after the advice has been received.

After the Complaint Has Been Decided

9. As soon as possible after the decision has been made (and in any event not later than ten working days after the Council meeting), the Clerk will write to the complainant on the Council's behalf to confirm whether or not it has upheld the complaint. The Council will give reasons for its decision together with details of any action to be taken by the Council if this is appropriate.

Right of Appeal

10. In cases of serious complaint, and where a complainant is unhappy with the Council's decision, an appeals process is available. It is expected that this will be used only rarely in very difficult cases. The appeals process will entail a special meeting comprising the Chair of the Council, the Clerk (as appropriate), and an independent member e.g. the Charnwood Local Borough Councillor.
11. The meeting will be held as soon as possible after the complainant has indicated that he/she is unhappy with the full Council's decision. The aim should be to hold the meeting within fourteen working days of the complainant asking for an appeal of the decision.
12. The decision arising from the appeal procedure will be communicated in writing to the complainant within ten working days.

Contact Details

Charnwood Borough Council Standards Committee
Your complaint must be made in writing to:

Adrian Ward
Monitoring Officer
Charnwood Borough Council
Southfield Road
Loughborough, LE11 2TT
Email: adrian.ward@charnwood.gov.uk

Queniborough Parish Council:

Rachel Barlow-Skinner - Clerk
Queniborough Parish Council
Parish Office
Rearsby Road
Queniborough
Leicester, LE7 3DH
Tel: 0116 2603313
Email: clerk@queniboroughpc.org.uk