

CHRISHALL PARISH COUNCIL

Complaint procedure

1. Introduction

Chrishall Parish Council always aims to provide a high standard of service and to provide value for money.

Our parishioners' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with the way any of our services are delivered it is important that you let us know.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone may make a constructive suggestion.

First you should speak to the Clerk or the Chairman, or any Parish Councillor.

If the suggestion is something that Chrishall Parish Council needs to consider you can send it to:

The Clerk

Chrishall Parish Council

14 Crawley End, Chrishall, SG8 8QL

Tel: 01763 838732

email: parish.clerk@chrishallpc.uk

3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide within the parameters of Local Government legislation. We treat all complaints in confidence.

Chrishall Parish Council assures parishioners that it will investigate all complaints without fear or favour.

4. Who can complain

Anyone affected by the way Chrishall Parish Council performs its statutory duties can make a complaint. Chrishall Parish Council is bound by its governing documents which are Standing Orders and Financial Regulations. It is also bound by Government legislation including but not restricted to GDPR, all discrimination legislation, Data Protection, Freedom of Information, NPPF, etc

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

5. How you can make a complaint

You can complain:

- in person
- by telephone
- through any Councillor
- through an advocate or representative

where someone complains orally we will make a written record and provide a copy of it within 5 working days

- by letter
- by email

6. Anonymous complaints

Anonymous complaints will not be considered.

7. Responsibility

The Clerk has overall responsibility for dealing with all complaints made about the Council.

The Clerk will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

8. How we handle complaints

The Clerk will take the complaint to a full meeting of the Parish Council where it will be discussed and an action plan formulated.

We will acknowledge a complaint within 5 working days and give you the name and contact details of the person(s) investigating it.

Chrishall Parish Councillors have agreed to be bound by the Code of Conduct and the Nolan Principles when they accepted the post of Councillor. If a Councillor, which includes the Chairman, is found to be in breach of the Code of Conduct or the Nolan Principles, the complaint will be handled by the Monitoring Officer at Uttlesford District Council. Councillors have also completed a Declaration of Members Interests. If they have voted on a resolution which is in conflict with their Declaration of Members Interests, the Monitoring Officer will deal the complaint.

A complaint made against the Clerk will be investigated by the Parish Council.

We will keep you informed about the progress of the investigation. We aim to have all complaint investigations completed and resolved within 28 days of written notification unless the Chairman determines that this time-scale is impracticable for any reason'

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

9. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact the Clerk at:

Chrishall Parish Council
14 Crawley End, Chrishall, SG8 8QL
01763 838732

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Monitoring Officer at Uttlesford District Council and ask for it to be reviewed.