

# Parton parish council complaints procedure

Parton parish council is committed to providing a quality service to its residents and anyone who deals with the parish. we are committed to conducting our business fairly and equitably. The aim of this policy is to investigate all complaints in an impartial manner and find a solution that satisfies both the complainant and the council.

Parish councils as corporate bodies are not subject to the jurisdiction of the local government ombudsmen, so there are no provisions for another body to which a complaint can be referred.

Parton parish council complaints procedure does not cover complaints about an individual councilor you must contact the monitoring office for this:

The monitoring office

Copeland borough council

The Copeland center

Cathrine street

Whitehaven

Cumbria

Ca28 7sl

Email: [codeofconductcomplaints@copeland.gov.uk](mailto:codeofconductcomplaints@copeland.gov.uk)

A complaint can be made if one or more members of the public think actions or lack of action or the standard of one of our services provided by the council or an acting body for the parish council is dissatisfactory.

The following are excluded from this procedure:

Financial irregularity complaints about financial irregularity

should be referred to the council's  
auditor's the name and address can  
be obtained from the clerk

Criminal activity Referred to the police

Members conduct The monitoring office  
Copeland council

Employee Conduct Internal disciplinary procedure made  
in writing to the clerk. If the  
a complaint is regarding the clerk  
then the complaint should be made  
to the chair of the council.

All complaints will be deemed as informal unless a written complaint states that it's formal.  
Complaints procedures will not apply to anyone who complains anonymously

### **informal complaint**

An informal complaint can be made by phone, email, in person, or in writing to the clerk if the complaint regards the clerk then it is advised to write to the chair of the council. The clerk or chair should inform the rest of the council of an informal complaint on the email group.

### **Formal complaint**

The complainant should put their formal complaint in writing to the clerk. If the complainant does not wish to put it to the clerk they should send it to the chair of the council.

The letter should contain the following:

- Name, address, and telephone number of the complainant
- Details of the complaint about the council or clerk
- How the issue has affected the complainant



- copies of any evidence relating to the complaint or photographic evidence.
- Details of any third party involvement
- What action the complaint thinks would solve the matter.

The clerk or chair should respond that they have received the complaint in 3 days and inform the rest of the council via our email group.

The clerk or chair will inform the complainant when the matter will be looked into and invite them to attend and advise they can bring a representative with them.

Any documents not already supplied must be sent 7 days clear before the meeting. The council should provide the complainant with copies of any documents which they wish to refer to at the meeting within the same timescale. council should have access to all documents at all times.

### **At the meeting**

The council needs to consider if the press and public need to be excluded.

Any decision on the complaint should be announced at the council meeting in public if that's not appropriate (maybe due to a confidential matter) it should still be logged on council records.

The chair should introduce everyone and explain the procedure.

The complainant should outline their grounds for complaint with no interruptions from the council then afterward the clerk and council can ask their questions regarding the complaint.

The clerk or a nominated counselor will then present the council relating to the complaint the complainant should not interrupt the clerk/nominated councilor, the complainant can then ask questions when the clerk or nominated counselor is finished.

if the council nominates a councilor to speak for them the councilor must only state what the council has agreed as a whole council at the hearing meeting.

The clerk/nominated councilor and the complainant will be now allowed to summarize their positions.



The clerk/nominated councilor and the complainant will be asked to leave the room while members of the council decide whether the complaint is to be upheld and took further or if any further action needs to be taken, both parties will be asked to return and informed of the council's decision. If a decision can't be made on the day the complainant should be told when a decision is likely to be made.

#### **After the meeting**

The decision should be confirmed in writing within 7 days with details of any action that will be taken. The complainant will be advised that they have a right to appeal if there not satisfied with the outcome.