

Great Abington Parish Council

Complaints Procedure

(Based on NALC 2018 guidance)

If a complainant feels that their complaint cannot be dealt with informally, a formal complaint can be made to the Parish Council.

Making a Complaint

- a) A written complaint should be sent to the Council, by letter or email.
- b) The complaint should be addressed to the Clerk, or the Chairman if the complaint concerns the Clerk or other members of the Council.

Receipt of Complaint

- a) The complaint should be acknowledged with 5 days of receipt, in writing.
- b) The complainant should be asked if they wish the complaint to be treated confidentially.
- c) The Council must comply with the Data Protection Act 1998 to safeguard against unlawful disclosure of personal data.
- d) The Council must confirm the next steps in the complaint procedure to the Complainant and when the matter will be dealt with by the Council.

Investigating the complaint

- a) The Council needs to investigate the facts of the complaint and collate relevant evidence.
- b) The Complainant shall be invited to attend the relevant meeting and bring with them any representative they wish.
- c) **Five** clear working days before the meeting, the Complainant shall provide the Council with copies of any evidence or information that they wish to refer to at the meeting.
- d) The Council shall provide the Complainant with copies of any information or evidence which they wish to use at the meeting within 5 clear working days too.

Meeting with the Complainant (if applicable)

- a) The Council will consider whether the circumstances of complaint require the exclusion of the public and press.
- b) The Chairman to introduce everyone and explain the procedure.
- c) The Complainant to outline the grounds for their complaint.
- d) Councillors to ask any relevant questions of the Complainant.
- e) The Clerk or Chairman to (or if the complaint concerns them, another member of the Council) will have the opportunity to explain the Council's position and questions may be asked by the Complainant.
- f) The Complainant should be offered the opportunity to summarise their position and questions may be asked of the Complainant.
- g) If relevant, the Clerk or other Council member (the complaint may be about) and the Complainant to be asked to leave the meeting room while the Council decide whether or not there are grounds for the complaint.

- h) The Clerk or other Council member (or if the complaint concerns them, another member of the Council) and the Complainant return to the meeting room to hear the Council's decision or to be advised when a decision about the complaint is likely to be made and when it is likely to be communicated to them.

After the complaint has been decided

- a) Within 7 working days the Council should write to the complainant to confirm whether or not it has upheld the complaint. The Council will explain the reasons for its decision together with details of any actions to be taken by the Council, if appropriate.
- i) The outcome of the complaint will be reported at the next Council meeting.

Adopted : 15th March 2021

Next review date : March 2022

2021