

# **Tendring Parish Council**

## **Complaints Policy**

### **How to make a complaint**

If you wish to make a complaint about Tendring Parish Council, please contact the Parish Clerk. You can do this by letter or email and our Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within ten working days. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.

The Clerk of the Council will investigate each complaint, obtaining further information as necessary. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint.

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

### **Complaints against Councillors**

Complaints against Councillors are covered by the Code of Conduct for Members and should be made to the Monitoring officer at Tendring District Council.

### **Complaints against the Clerk**

Complaints against the Clerk must be made to the Chairman and Vice-Chairman in writing or by email who will investigate and deal with as necessary.

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