

WOODHAM MORTIMER WITH HAZELEIGH PARISH COUNCIL

COMPLAINTS PROCEDURE

At Woodham Mortimer with Hazeleigh Parish Council, we endeavour to ensure that our services are provided efficiently and effectively and correspondence is dealt with courtesy and understanding.

If you are unhappy with the Parish Council because of the quality of the work we do, something we have done or something we have not done we would like to know how we can put things right. If we have made a mistake, we want to learn from it so that we can improve our procedures.

Please note due to the population size of both villages the administration by the Clerk of the Council operates on a limited part-time basis and therefore you may not receive timely responses at all times.

ETHICAL COMPLAINTS AND CONDUCT COMPLAINTS AGAINST A COUNCILLOR

If you wish to make a complaint against a particular Councillor or believe the Council has acted unethically - Councillors agree to abide by a Code of Conduct (available on the Parish Council website

<http://www.essexinfo.net/woodhammortimerwithhazeleighpc/assets/documents/code-of-conduct>) and your first contact should be to the Monitoring Officer at Maldon

District Council – the details of which can be attained by contacting the District Council or selecting the following link which takes you to their website;

www.maldon.gov.uk – [making a complaint against a Councillor](#)

HOW TO MAKE A COMPLAINT AGAINST AN ACTIVITY OF THE COUNCIL

There are three stages available to you when you make a complaint

Informal stage - Talk to us first. If you contact us by phone we will try to resolve your complaint straight away. If this is not possible we will deal with your feedback as a stage two complaint.

Stage two - Complaints can be made by contacting the Clerk of the Parish Council (Andrew Ritchings), either send a letter to 4 Goat House Lane, Hazeleigh, Chelmsford, Essex CM3 6QY or email to; clerk@wmortimerhazeleigh-pc.gov.uk

Once we have received your complaint it will be reviewed by both the Clerk and Chairman of the Parish Council, we will endeavour to respond to you within ten working days of receiving the complaint.

Stage three - If you are not satisfied with our response to your complaint, you should let us know by writing to us. Once we have received your letter or email your complaint will be further investigated and reviewed by all Parish Councillors and we will again endeavour to respond to you within 10 working days

Parish Meetings

If you are still not satisfied with the way the full Council has handled your complaint, you may wish to raise the matter at a general monthly Council Meeting where the Council include an Agenda item for open public discussion (the length of which is at the discretion of the Chairman) or the next Annual Parish Meeting convened for members of the public and chaired by the Parish Council Chairman.

This Complaints Procedures document was reviewed and adopted by Woodham Mortimer with Hazeleigh Parish Council on: Tuesday 08 November 2016 - Minute Ref: 190.16

Signed by..... *Simon Brady*.....(Simon Brady - Chairman to the Council)