

Mortimer West End Parish Council

Complaints Procedure

1. This complaints procedure is intended to ensure that complaints by members of the public about the Council's actions, or lack of action, or standard of service are dealt with promptly and effectively. The object of the procedure is to put things right when they have gone wrong and ensure that mistakes do not recur in the future

2. This complaints procedure applies to complaints about council administration and procedures and may include complaints about how council employees dealt with your concerns.

3. This complaints procedure does not apply to :

- Complaints by one council employee against another council employee, or between a council employee and the council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- Complaints against councillors are covered by the Code of Conduct for Members and if a complaint against a councillor is received by the council it will be referred to the monitoring officer of Basingstoke and Deane borough council.

4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You may do this by writing to the council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the open forum section of council meetings.

5. You may make your complaint about the council's procedures or administration to the clerk. You may do this in person, by phone or by writing to or emailing the clerk.

6. Wherever possible, the 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.

7. 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.

8. The clerk or the council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council.

9. 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.

10. 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 8 weeks you will be notified in writing of the outcome of the review of your original complaint.