

SAMBOURNE PARISH COUNCIL HANDLING OF COMPLAINTS PROCEDURE

1. Before processing a complaint

- a) All formal complaints against the Parish Council must be communicated in writing. A complaint sent by email will be accepted. No set form of words is necessary.
- b) Complaints can be:
sent by post to:
The Clerk - Sambourne Parish Council
Mrs Teresa Murphy
61 Victoria Road
Bidford on Avon
Warks
B50 4AR
Or email to: clerk.sambournepc@aol.com
- c) Receipt of the complaint will be acknowledged in writing within 10 working days.
- d) The complainant must confirm from the outset if he/she wants the complaint to be treated confidentially. However, it must be noted that the Parish Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
- e) The complaint will be considered by the Clerk and if he/she deems it requires further investigation, it will be further considered by the Council's Performance Panel.
- f) The complainant will be advised of the timeframe for investigating the complaint, which will be determined by the type of complaint received.
- g) Following the preliminary investigation, the complainant will be advised if there is a case to answer and whether there will be an opportunity for he/she to make verbal representations at a meeting, to which he/she will be able to bring a friend.
- h) Following the meeting, the complainant will be advised of the timeframe for determining the complaint.

2. Receipt of the complaint

- a) The Clerk will acknowledge receipt of the complaint within 10 working days.
- b) In the event the complaint is against the Clerk, the acknowledgement will be sent by the Chairman of the Council.

The Clerk will:
- c) Advise the claimant if the claim will be investigated

- d) Confirm to the complainant if the complaint will be treated as confidential
- e) Advise the complainant of the next steps.
- f) Due to people not being available or complexity of the complaint, then the complainant will be informed of a delay.

3. Investigating the Complaint

- a) The Clerk and Performance Panel will investigate the facts of the complaints and collate relevant evidence.
- b) If the complaint is upheld, the complainant will be invited to a meeting with the Clerk and members of the Performance Panel to make verbal representation.
- c) Ten working days prior to the meeting, the complainant shall provide the Clerk with any new information or other evidence relevant to the complaint.
- d) The Clerk shall provide the complainant with new information or evidence relevant to the complaint.

4. Meetings with the Complainant

- a) The clerk shall advise the complainant of how the meeting, at which he/she will be permitted to make verbal representation, will proceed.
- b) The complainant should outline the grounds for the complaint and, thereafter, questions may be asked by the Clerk and Members of the Performance Panel.
- c) The Performance Panel will submit its report and recommendation to full Council for determination.
- d) The complainant will then be notified, in writing, of the findings and conclusion of the Parish Council.