

MISTLEY PARISH COUNCIL **Complaints Policy/Procedure**

Mistley Parish Council considers all complaints seriously and deals with any matters within this formal Policy/Procedure in order to demonstrate fairness, openness and transparency. The Parish Council endeavour to provide a quality service for the benefit of the people who live, work or visit the Village. If you are dissatisfied with the standard or are unhappy about something, this Policy/Procedure sets out how you complain to the Council and how we shall try to resolve the complaint. Anonymous complaints are not dealt with. A Meeting will be arranged by the Council or the Council's relevant Committee to consider any complaint.

For habitual and vexatious complaints, the council will record the decision and hold all relevant correspondence except all personal details about the complaint and the complainant, which will be stored appropriately in line with GDPR (General Data Protection Regulation) and the Council's policies and procedures. Any new complaint from a person whose previous complaints have been judged to be habitual or vexatious, will be treated on its merit.

Complaints against Councillors – All Parish Councillors must abide by the Code of Conduct. Complaints against Councillors should be referred directly to the Monitoring Officer at the District Council.

In accordance with the recommendations of NALC (National Association of Local Councils) complaints will be dealt with in confidence. The identity of the complainant should only be made to those in the Council who need to consider the complaint and the Clerk.

The Complaints Policy procedure follows:

Before the Meeting

- The Parish Council fully complies with the GDPR (General Data Protection Regulation).
- The Complainant should be asked to put the complaint about the Council's service, procedures or administration in writing to the Clerk.
- If the Complainant does not wish to put the complaint to the Clerk they may be advised to put it to the Chairman of the Council.
- The Clerk (or Chairman) shall acknowledge the receipt of the complaint and advise the Complainant when the matter will be considered by the Council or the relevant Committee for the purposes of hearing the complaint/s.
- The Complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
- Seven clear working days prior to the meeting, the Complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council/Committee shall similarly provide the Complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

- The Council/Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. (If dealt with by a relevant Committee then any recommended decision on a complaint shall be announced at the next available full Parish Council meeting).
- The Chairman of the Council or relevant Committee will introduce everyone.
- The Chairman of the Council or relevant Committee will explain the procedure.
- The Complainant (or representative) to outline the grounds for the complaint.
- Members of the Council or the Committee can ask any question of the Complainant.

- If relevant, the Clerk will explain the Council's position.
- Members of the Council or Committee can ask any question of the Clerk.
- The Clerk and the Complainant can be offered the opportunity of the last word (in this order).
- The Clerk and the Complainant will be asked to leave the room whilst Members of the Council or Committee decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, then both parties will be invited back).
- The Clerk and Complainant return to hear the decision or be advised when the decision will be made.

After the Meeting

- A decision will be confirmed in writing within seven working days together with details of any action to be taken.

MISTLEY PARISH COUNCIL COMPLAINTS AND COMMENTS FORM

Please use this form for comments and complaints. Mistley Parish Council will hold your data for the purposes of dealing with your complaint or comments. Data will be held in accordance with the GDPR.

Name	
Address	
Daytime Phone Number	
Email	
Details of Comment/Complaint (Please continue on separate sheet if necessary)	
If you are making a complaint, what would you like the Council to do to put things right?	

Review Body – Parish Council. Review Period – Annually – each May. Adopted 20/05/2019. Last Reviewed 22.05.23. Next Review Date 20.05.24.

