

Monk Hesleden Parish Council

Comments & Complaints Procedure

Approved and adopted: 18/2/19

Amended 19/4/21

This procedure covers complaints about the administration or procedures of the Council

1. Introduction

Monk Hesleden Parish Council takes the views of local people seriously and need to be aware when there is dissatisfaction in the services which the Council delivers. Complaints shall be dealt with by the Complaints Committee which consists of a minimum of 3 members and will be convened as and when necessary.

The outcome of a complaint will assist the Council in reviewing and where necessary changing the way services are delivered.

2. Definitions

The following list is a guide to the range of complaints which are covered by this Complaints Policy:

- a. Failure to provide a service or to achieve an acceptable standard.
- b. Issues regarding the attitude of staff and or their actions, or lack of actions.
- c. Dissatisfaction with the manner in which council policy and procedure has been carried out.
- d. Discrimination.

The following are excluded from this Complaints Policy:

- a. A request for service
- b. A request for information or an explanation
- c. An insurance claim against the Council
- d. Criticism of Council policy
- e. A matter which is, or may be, the subject of court or tribunal proceedings

Complaints about individuals are a separate matter and will be dealt with as an employment issue and complaints about a Councillor should be made to the Monitoring Officer at Durham County Council.

Complaints against policy decisions made by the Council shall be referred back to the full Council.

3. How to make a Complaint

There are two stages to the council's complaints procedure:

- **Stage One**
 - a. All complaints should be made using the official form as attached to this document and will be acknowledged by the Parish Clerk within 10 working days of receiving the form.
 - b. The Complaints Committee will be convened as soon as practicable to discuss each complaint and will respond within 10 working days of the meeting.
 - c. If the response is not accepted by the complaint, then an appeal can be made to the Appeals Committee which is made up of a minimum of 3 members of the Parish Council and which leads to stage two.
- **Stage Two**
 - a. The Parish Clerk will acknowledge receipt of the appeal within ten working days of receipt.
 - b. The Appeals Committee will investigate and respond within ten working days of their meeting.
 - c. This will be the final decision and the case will be closed.

4. Vexatious/Repetitive Complaints

The Council may choose to give a decision on a complaint, without a formal investigation, where it considers the complaint to be deliberately vexatious or repetitive.

Monk Hesleden Parish Council

COMMENTS AND COMPLAINT FORM

YOUR CONTACT DETAILS

Name

Address

Postcode

Telephone No.

E-mail address

DETAILS OF YOUR COMMENT OR COMPLAINT

Which service are you contacting us about?

What is your comment or complaint?

Please provide details. (If necessary, continue on an additional sheet)

Signed

Date

Official Use Only:

Date Received

Acknowledged by and date