

TOVIL PARISH COUNCIL

9. COMPLAINTS HANDLING POLICY

REVIEWED: 20.4.2023

MINUTE REF: 183/22



Tovil Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedures does not apply to:

- (a) Complaints by one Council employee against another Council employee, or between a Council employee and the Council as the employer. These matters are dealt with under the Council's Disciplinary and Grievance Procedures.
- (b) Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council in July 2012 and, if a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer at Maidstone Borough Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Maidstone Borough Council.

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 public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

You may make your complaint about the Council's procedures or administration to the Clerk. You may do this by writing to or emailing the Clerk. The address and numbers are set out below.

The Clerk will normally try to acknowledge your complaint within five working days.

If your complaint is in relation to the Clerk, you may make your complaint directly to the Deputy Clerk who will report your complaint to the Human Resources Committee.

The Clerk or the Human Resources Sub-Committee or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Chairman 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. (In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be kept informed).

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council (if appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts:

Clerk to Tovil Parish Council

Name: Miss Lisa Rackett

Address: Tovil Parish Council, YMCA Community Centre, Barfreston Close, Tovil, ME15 6FG

Email: clerk@tovilparishcouncil.co.uk

Deputy Clerk to the Parish Council

Name: Mrs Sophia Garratt

Address: c/o Tovil Parish Council Office

Email: deputyclerk@tovilparishcouncil.co.uk

CHAIRMAN.....

DATE.....