

COMPLAINTS PROCEDURE

Church Crookham Parish Council is committed to respond to and deal with complaints in a positive, timely and courteous manner; to resolve problems and conflicts effectively; and to promote effective working practices throughout the Parish Council. At all times, all parties should be treated fairly, and the process should be reasonable, accessible, and transparent.

'A complaint is an expression of dissatisfaction by one or more members of the public about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council'.

Making a Complaint

A complaint can be made in person at the Parish Council Office, by telephone, in writing or by e-mail to the Clerk, another member of the Parish Council staff or a Parish Councillor.

Contact details:

- Church Crookham Parish Council
Church Crookham Community Centre
Boyce Road
Church Crookham
GU52 8AQ
- Tel: 01252 626793
- Email: clerk@churchcrookham.org.uk

Where a complaint is made orally, a written record will be made, and in all cases the complainant will be asked to provide:

Name

Full postal address

Additional contact details e.g. telephone or email address

Details of the complaint

What action the complainant considers should be taken

How the complainant wishes to receive a reply

Formal Complaint Procedure

1. In the first instance attempts should be made to resolve a complaint directly with the officer or Member concerned or informally with the Clerk of the Council.
2. If less formal measures do not satisfy the complainant, he should put the complaint in writing to the Clerk.
3. If a complainant indicates that he would prefer not to address the complaint to Clerk, he should be advised to direct it to the Chairman of the Council.

4. Receipt of the complaint will be acknowledged, and assurances given that it will be dealt with quickly.
5. On receipt of a written complaint, the Clerk (or the Chairman) will (except when the complaint is about his/her own actions) try to settle the complaint directly with the complainant, but not without first notifying the person about whom the complaint refers and giving him/her the opportunity to comment.
6. The Clerk (or Chairman) will report to the next council meeting any complaint which has been disposed of by direct action with the complainant.
7. Any complaint that is still unresolved will be brought to the next meeting of the Council. The complainant will be invited to attend and address the meeting.
8. Seven working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence relied upon and the Council will similarly provide the complainant with copies of its documentation.
9. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at the Council meeting in public.
10. Matters relating to Grievance or Disciplinary proceedings should be dealt with in accordance with the Council's relevant procedures and with the press and public excluded.
11. At the meeting the complainant should outline the grounds for complaint and answer questions from the Council. The Council's nominated officer will then explain the Council's position and answer questions accordingly.
12. As soon as possible after the decision has been made the complainant will be notified in writing of the decision and any action to be taken.
13. The Council may defer dealing with any complaint if it believes further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received. The complainant will be notified of any delay.