



East Goscote Parish Council Complaints Procedure

Adopted on 18th July 2018

WHAT IS A COMPLAINT?

People's perceptions differ widely. It is therefore very difficult to give a precise definition of a complaint. However, for our purposes, a complaint is an expression of dissatisfaction about a service undertaken by the Council or any of its employees. For example, a complaint could be where you are not happy about:

- the service you have received from us – including our staff, volunteers, or contractors who work on our behalf;
- things you think we should have done or have not done – either by law or by established practice;
- where you think we have not followed adopted procedures or policies;

1. East Goscote 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 4th July 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Charnwood Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer.
4. 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.

5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
8. The Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council. This can be investigated under standing orders, and discussed at the next full council meeting. If necessary the complaint may be discussed under exempt business where the public and press may be excluded.
9. The Clerk or the Chairman of the Council 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 twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. If we do not hear from you within ten working days of our reply, we will close the complaint.

Contacts

The Clerk of East Goscote Parish Council Telephone: 0116 2602202
Email: clerk@eastgoscotepc.org.uk
The Village Hall
Long Furrow
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The Chairman of East Goscote Parish Council Telephone: 07948419664
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