

GREYSOUTHEN PARISH COUNCIL

COMPLAINTS POLICY

"A complaint is an expression of dissatisfactionabout 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 action on behalf of the Council. A complaint may be triggered by an allegation of administrative fault such as not following procedures or standing orders, inadequate service, no service, delay or making a mistake."

The following guidelines are in compliance with NALC notes LTN9E (June 2014).

- Complaints should be made in writing to the Clerk or Chairman of the Parish Council stating:
 - details of the complaint including relevant events, dates, names of relevant members, staff or contractors of the Council
 - his/her contact details
- All complaints will be acknowledged within two working days
- The complainant will be given a copy of the Complaints Policy
- A special meeting will be convened to hear and determine the complaint. This will be done within twenty working days of the date of the complaint.
- Seven days' notice will be given for the date of the special meeting.
- The press will be excluded from the special meetings.
- The special meeting will consist of three members of the Council together with an independent member if necessary plus the Clerk or another appointed person as minute taker.
- The Committee will appoint a Chairperson.
- An agenda will be set for the meeting – a copy will be sent to the complainant
- The complainant will be informed of the outcome of the meeting within seven working days of the special meeting.

Adopted by Greysouthen Parish Council on

Signed by Chairman