

Upton Parish Council

Complaints Procedure

July 2017 – next review May 2018

1. Upton 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 the council procedures and may include complaints about how the council has dealt with your concerns.

3. This Complaints Procedure does not apply to:-

a. 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.

b. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Northampton Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Northampton Borough Council or Upton Parish Council Code of Conduct.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on the 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 Full Council meetings. If you are unhappy with the 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 by writing to or emailing the Clerk. The addresses are set out below.

6. Wherever possible, the Clerk (on behalf of the Council) will try to resolve your complaint immediately. If this is not possible, your complaint will be acknowledged within 5 working days.

8. The Clerk, or the Council (as appropriate), will investigate each complaint, obtaining further information as necessary from you and/or from members of the Council.

9. The Clerk will notify you within 20 working days of the outcome of your complaint or of the progress with regard to 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 you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and, usually within eight weeks, you will be notified in writing of the outcome of the review of your original complaint. The outcome of the review will be final.

11. In certain circumstances the Council may refuse your complaint. Vexatious and repeated complaints made with the aim of frustrating, intimidating or bullying members of staff or members of the Council may be refused. You will be given an explanation of the reasons for refusing your complaint.

The Clerk:
Upton Parish Council
PO Box 6491
Rugby
CV21 9QB
uptonparishcouncil.gov.uk@gmail.com