

**Weston Under Wetherley
Parish Council
COMPLAINTS PROCEDURE**

Date approved: July 2018
Date to be reviewed: July 2019

Weston Under Wetherley 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 Parish Council or are unhappy about an action (or lack of action) by this Parish 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 the Parish Council has dealt with your concerns.

This Complaints Procedure does not apply to:

- Complaints between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
- Complaints against specific councillors. Complaints against councillors are covered by the Councillor's Code of Conduct and, if a complaint against a councillor is received by the Council, it will be referred to Warwick District Council's Ethics Committee. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Warwick District Council.

INFLUENCING DECISION MAKING

The appropriate time for influencing Parish Council decision-making is by raising your concerns before the Parish Council debates and votes on a matter. You may do this by writing to the Parish 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 Open Forum section of Council meetings. If you are unhappy with a Parish Council decision, you may raise your concerns with the Parish Council.

RAISING A COMPLAINT

You may make your complaint about the Parish Council's procedures or administration to the Clerk. You may do this by phoning, writing, or emailing the Clerk. The addresses and numbers are set out below. Any complaint should be raised within 6 months, after this time, complaints will be considered at the Council's discretion.

COMPLAINT HANDLING

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 ten working days.

If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Parish Council who will report your complaint to the Council.

The Clerk or a sub-committee of the Parish Council (consisting of the Chairman, Vice Chairman and two other Councillors - 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 of the Council) will notify you within 20 working days of the outcome of your complaint and will advise what action (if any) the Council proposes to take. *In exceptional cases, the twenty working days timescale may be extended. Should this be the case, 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. You will be notified in writing of the outcome of the review of your original complaint (usually within eight weeks).

CONTACT DETAILS

Jane Chatterton

Clerk & RFO

Weston Under Wetherley Parish Council

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This procedure will not prejudice the rights of an elector or parish council member or parish council employee to submit a complaint relating to the Members' Code of Conduct to the Warwick District Council's Monitoring Officer.