

Brinkworth Parish Council

Complaints Procedure

The complaints Procedure was adopted and approved by Brinkworth Parish Council at the general meeting held on 17th October 2016.

The Council's complaints procedure should be accessible to the complainant and to all via the Council's website, or by requesting a copy from the Clerk.

1. All formal complaints against Brinkworth Parish Council (the 'Council') must be communicated in writing and sent to the Clerk at the address below, or alternatively via email to: Brinkworthclerk@btinternet.com

Brinkworth Parish Council Clerk
c/o Ty Coed
Barnes Green
Brinkworth
SN15 5AG

In the case that the complaint is regarding the Clerk, the complaint should be sent to the Chairman of the Council at the address below, or alternatively via email to: eliza.threl@gmail.com

Brinkworth Parish Council Chairman
c/o The Old Rectory
The Street
Brinkworth
SN15 5AF

2. The complainant will be asked at the outset to confirm if they want the complaint to be treated confidentially. The Council must comply with its obligations under the Data Protection act 1998 to safeguard against the unlawful disclosure of personal data.

3. The complainant will receive a written acknowledgement either by letter or email within 5 working days of receipt of the complaint. This will include:

- a. details of who is dealing with the complaint
- b. the timeframe for investigating the complaint
- c. confirmation of the next steps in complaints procedure
- d. an invite to make verbal representations to the Clerk and the person dealing with the complaint

4. If the complainant decides to make verbal representations to the Council, a meeting should be scheduled at a time and venue to suit the complainant and the Council. The complainant should outline the grounds for the complaint and thereafter, questions may be asked by the Council. The Council will then have the opportunity to explain the Council's position and questions may then be asked by the complainant. The timeframe for dealing with the complaint should be communicated to the complainant.

5. The Council will need to investigate the facts of the complaint and collate relevant evidence.

6. The Council will write to the complainant, advising them whether the complaint has been upheld. The Council should give its reasons for its decision, together with any details of actions to be taken if appropriate.

7. If the complainant wishes to appeal the decision made by the Council, they must write to the Clerk as detailed in (1), or if the complaint is about the Clerk, the Chairman as detailed in (1), stating their reasons for appealing. This must be received by the Clerk or the Chairman within 10 working days of the decision date.

8. The complainant will receive a written acknowledgement either by letter or email within 5 working days of receipt of the appeal letter. This will include:

- a. details of who is dealing with the appeal
- b. the timeframe for investigating the appeal
- c. confirmation of the next steps in complaints procedure

9. The Council will consider the reasons for appeal and reply to the complainant within 10 working days to advise whether the appeal has been upheld or not, (unless further investigations necessitate a longer timeframe, in which case the complainant will be advised).

10. The Council will write to the complainant, advising them whether the appeal has been upheld. The Council should give its reasons for its decision, together with any details of actions to be taken if appropriate. The Council will also pass onto the complainant details of the Local Government Ombudsman.