



Complaints Procedure

Re-Adopted 9th May 2022

Adopted May 2013

- 1 This complaints procedure is for all complaints to the Council, whether these are minor, serious, informal or formal and apply to all services provided by the Council. The Council believes that complaints can provide useful information and feedback on the quality of our services, procedures and practices. The effective handling of complaints will help us to improve the services provided on behalf of residents, visitors and those working in the parish.
- 2 Downton 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.
- 3 This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how Council employees and councillors have dealt with your concerns.
- 4 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.
- 5 The appropriate time for a member of the public to influence Council decision-making is by raising concerns before the Council debates and votes on a matter. This 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 concerns in the public participation section of Council meetings. If a member of the public is unhappy with a Council decision, they may raise their concerns with the Council. However, Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless on exceptional grounds in which case the special process set out in the Standing Orders will be followed. All the agendas and minutes of meetings can be found on the Parish Council's website at www.downtonparishcouncil.gov.uk.
- 6 Members of the public may make their complaint about the Council's procedures or administration to the Clerk. They may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
- 7 Wherever possible, the Clerk will try to resolve a complaint immediately. If this is not possible, the Clerk will normally try to acknowledge the complaint within five working days.

- 8 If a member of the public does not wish to report their complaint to the Clerk, they may make it complaint directly to the Chair of the Council who will report their complaint to the Complaints Committee of the Council or to the full Council (as appropriate).
- 9 The Clerk or the Complaints Committee of the Council or the full Council (as appropriate) will investigate each complaint, obtaining further information as necessary from the complainant and/or from the Clerk or members of the Council.
- 10 The Clerk or the Chair of the Council will notify the complainant within 20 working days of the outcome of their complaint and of what action (if any) the Council proposes to take as a result of their complaint. (In exceptional cases the twenty working days timescale may need to be extended. If it is, the complainant will be kept informed.)
- 11 If a complainant is dissatisfied with the response to their complaint, they may ask for their complaint to be referred to the Complaints Committee of the Parish Council or to the full Council (as appropriate) and (usually within eight weeks) they will be notified in writing of the outcome of the review of their original complaint.

Contacts

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