

Breage Parish Council



Complaints Procedure and Policy

Adopted: 04 November 2025

Review Date: November 2026

Signed: Chair Cllr A.E. Woodhams

1. Introduction

Breage Parish Council is committed to delivering high-quality services. We welcome feedback and complaints as opportunities to improve. This policy outlines how complaints from members of the public will be handled fairly, transparently, and in accordance with best practice.

2. Scope of the Policy

This policy applies to complaints about:

- The Council's procedures or administration
- The conduct of Council employees
- The conduct of Councillors (see section 5)

It does not cover:

- Financial irregularities (refer to external auditor)
- Criminal activity (refer to the Police)
- Complaints about services provided by other authorities

3. Informal Complaints

We encourage informal resolution where possible.

- Contact the Clerk by phone, email, or in writing.
- The Clerk will aim to resolve the issue within 5 working days.
- If unresolved, the complaint may proceed to the formal stage.

4. Formal Complaints Procedure

4.1 Submission

- Complaints must be submitted in writing to the Clerk or, if the complaint concerns the Clerk, to the Chairman.
- Assistance will be provided if needed.

4.2 Acknowledgement

- A written acknowledgment will be sent within 5 working days.
- The complainant will be informed of the date the complaint will be considered and whether it will be heard in public or private.

4.3 Documentation

- At least 7 clear working days before the meeting, both parties must exchange relevant documents.

4.4 Hearing Procedure

At the meeting:

- The Chairman introduces attendees and explains the process.
- The complainant outlines the complaint.
- The Clerk (or representative) responds.
- Councillors may ask questions.
- Both parties may make final statements.
- Both parties leave the room while the Council deliberates.
- The decision is announced in public (unless confidential).

4.5 Outcome

- A written decision will be issued within 7 working days, including any actions to be taken.

5. Complaints About Councillors

Complaints about Councillors must be submitted to:

Simon J R Mansell MBE

Corporate Governance and Audit

Cornwall Council

Treyew Road, Truro TR1 3AY

e-mail: simon.mansell@cornwall.gov.uk

Tel: 01872 322704

6. Appeals

- Appeals must be submitted in writing within 7 working days of the decision.
- The appeal will be heard by Councillors not involved in the original decision.
- The same procedure as the original hearing will apply.
- A final decision will be issued within 7 working days of the appeal meeting.

7. Further Recourse

If you remain dissatisfied, you may contact the Local Government Ombudsman only if the Council was acting on behalf of a principal authority:

Tel: 0300 061 0614

Web: www.lgo.org.uk

8. Confidentiality and Data Protection

- All complaints will be handled in accordance with the UK GDPR and Data Protection Act 2018.
- Personal data will only be shared where necessary and with consent.

9. Accessibility

- This policy is available in alternative formats upon request.
- Assistance is available for those with disabilities or language barriers.

10. Review

This policy will be reviewed annually or sooner if required by changes in legislation or best practice.