

# BREAGE PARISH COUNCIL



*Parish Rooms Breage HELSTON TR13 9PD*

*Tel: 01326 574781 Mobile: 07767165077*

e-mail: [breageparishcouncil@btconnect.com](mailto:breageparishcouncil@btconnect.com) website: [www.breagepc.org.uk](http://www.breagepc.org.uk)

## Complaints Procedure and Policy

**Adopted and signed at the Meeting of 5 July 2016**

**Cllr Mrs R W M Wyvern Batt  
Chairman**

Breage Parish Council is committed to providing its services to as high a standard as possible but please bring any shortcomings to the Council's notice so that it may have the opportunity to resolve your issue; learn from its mistakes so that they may be prevented in future and review policies and procedures where necessary.

The Parish Council takes all complaints very seriously and it will depend on the type of complaint as to how it is handled. There are currently three types of complaint:

1. an employee
2. a Councillor
3. administration and procedures

**This policy sets out the procedures for dealing with complaints by members of the public about Breage Parish Council.**

- 1) The Council will deal with complaints about the Council employees internally, through the Parish Employment Working Group, as an employment matter. Any complaint about a Council employee should be put in writing to the Chairman of the Council. The matter will then be dealt with and appropriate action taken.
- 2) All Councillors sign up to the Code of Conduct as part of their declarations of acceptance of office. Complaints about Councillors should be made in writing to:  
Simon J R Mansell MBE  
Corporate and Information Governance Manager  
Corporate Governance and Audit  
Cornwall Council  
4<sup>th</sup> Floor  
North Wing  
Council Offices  
Treyew Road  
TRURO  
TR1 3AY  
[simonmansell@cornwall.gov.uk](mailto:simonmansell@cornwall.gov.uk)  
01872 322704

- 3) Any complaint about procedures or administration should be made to the Clerk, detailing the procedure or administration you wish to complain about. This should be discussed with the Clerk who is also the Proper Officer of the Council. Mistakes and misunderstandings are often resolved informally at this stage. The Clerk Council will report any complaint that has not been resolved to the next meeting of the Council.
- a) If the complaint is not resolved you should put your complaint in writing to the Clerk or to the Chairman.
  - b) The Clerk/Chairman will acknowledge receipt of your complaint and notify you of the date on which the complaint will be considered and you will be invited to attend the meeting and may bring with you such representatives as you wish.
  - c) You will be offered an opportunity to orally explain the complaint to the Council.
  - d) At least 7 clear days before the meeting, you will need to provide Breage Parish Council with copies of any documentation or other evidence to which you may wish to refer at the meeting.
  - e) The Council shall consider whether the nature of the complaint warrants the exclusion of the public and press from the meeting. Any decisions on a complaint shall be announced at the Council meeting in public.
  - f) The following procedure will be followed:-
    - The Chairman will introduce everyone and explain the procedure wherein:
    - i) You will be asked to outline the grounds of your complaint
    - ii) If relevant, the Clerk will explain Breage Parish Council's position
    - iii) Councillors will then have the opportunity to question you and the Clerk
    - iv) You and the Clerk will then be offered the opportunity of any last words
    - v) You and the Clerk will be asked to leave the room whilst the Councillors decide whether or not the grounds for the complaint have been made, (if a point of clarification is necessary, both parties are to be invited back)
    - vi) You and the Clerk return to hear the decision, or to be advised when the decision will be made
  - g) The decision will be confirmed in writing within seven working days together with details of any action to be taken.
  - h) If you wish to appeal against the decision, you must inform Breage Parish Council, in writing, within 7 working days of the written confirmation of the decision.
  - i) The Clerk will acknowledge receipt of your request for an appeal within 48 hours and advise you when the matter will be re-considered by the Council.
  - j) You will be invited to attend the appeal meeting and may bring with you a maximum of 2 representatives.
  - k) The appeal meeting will follow the same procedure as detailed in (f), providing you with the opportunity to explain your grounds for the appeal.
  - l) After the appeal, Breage Parish Council will confirm its final decision in writing within 7 working days, together with details of any action to be taken.
  - m) If you are still not satisfied with the action taken, or believe that you have been unfairly treated, then you can pursue your complaint through the Ombudsman, who provides an independent national service to investigate complaints about Councils:

#### Ombudsman details

Telephone: - 0300 061 0614

Website - [www.lgo.org.uk](http://www.lgo.org.uk)

There is a form on the website that can be completed online.