

TEMPLE GUITING PARISH COUNCIL

Complaints Procedure

1. Temple Guiting Parish Council is committed to providing a quality service for its residents and visitors. If a person is dissatisfied with the standard of service they have received from the Council, or about an action or lack of action by this Council, this Complaints Procedure sets out how to complain to the Council and how Temple Guiting Parish Council will try to resolve your complaint.

2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

3. This Complaints Policy does not apply to:

3.1. Complaints by one Council employee against another employee, or between a Council employee and the Council employer.

3.2 Complaints against Councillors. If a written complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Cotswold District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Cotswold District Council.

3.3. The Monitoring Officer can only deal with complaints about the behaviour of a Councillor. It will not deal with complaints about matters that are not covered by the Councillors Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct. The Monitoring Officer will not look at complaints that are about people employed by the Parish Council; incidents that happened before a member was elected or chosen to serve; incidents that happened before the authority adopted its Code of Conduct; the way an authority conducts or records its meetings; the way an authority has or has not done something or decision of the authority or one of the services it provides.

4. The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on a matter. This can be done by writing to the Council in advance of the meeting in which the item is to be discussed. There may also be the opportunity to raise concerns at the meeting by expressing an interest at the appropriate time in the meeting where Public may speak.

5. It is hoped that most complaints can be resolved quickly and amicably through the parish Clerk. The Clerk is the Proper Officer of the Council. However, if a formal complaint is being raised against the Clerk, then the process should still be followed but the Chairman of the Council would take the place of the Clerk in managing the process. The Chairman will report the complaint to the Council.

6. Initial complaints can be made by telephone, email or letter (contact details below). No action will be taken unless the complaint is submitted in writing.

7. Complaints must always be directed through the Council offices, not through individual Councillors. They may be addressed to the Clerk or The Chairman, as appropriate.

8. Wherever possible, the Clerk or Chairman will try to resolve a Complaint immediately. If this is not possible, The Clerk or Chairman will acknowledge your complaint within 5 working days.
9. The Clerk or the Chairman of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from all those involved.
10. The Clerk or The Chairman of the Council will notify the Complainant within 20 days of the outcome of the complaint and its resolution. If this time needs to be extended, the Complainant will be informed.
11. A complainant may advise a Councillor of the details of a complaint, but individual Councillors are not authorised to resolve complaints.
12. A complaint against a member of the Council's staff could result in disciplinary action or in cases of gross misconduct dismissal from the Council's employment. The Council will not, under any circumstances, enter into any correspondence or discussion with any complainant about any action taken, formally or informally against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.
13. A small percentage of complaints may be persistent or complain in a way that appears to be obsessive, harassing or repetitious. Whilst everyone has the right to make a legitimate complaint, they are not entitled to do so in a way that is unreasonable or which has the effect of intimidating or harassing staff.

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