

## Titchmarsh Parish Council - Complaints Procedure

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures.
2. This procedure does not cover complaints about the conduct of a member of the Parish Council. Any complaint that a Councillor may have breached the council's adopted code of conduct should be referred to the Joint Standards Complaints Committee of East Northamptonshire Council.
3. A complaint will be assumed to have been received when it is in the form of a written communication, and where the whole purpose of the communication is to make a complaint
4. A complaint will usually be acknowledged by the Clerk within 7 days of receipt except where the complaint relates to the conduct of the Clerk, in which case all communication will be handled by the Chair of the Parish Council. The complainant will be advised that their complaint will be added to the next Parish Council meeting agenda and brought to the attention of the Councillors.
5. When a complaint is presented to a meeting of the Parish Council, the members will nominate one (or possibly two) Councillors to investigate. This investigation should be conducted swiftly and the outcome presented to Councillors at the next Parish Council meeting.
6. The progress of the investigation will be discussed at the next (and each subsequent) Parish Council meeting, until the investigation has been completed. Once the investigation is concluded, the Parish Council will agree, at their regular monthly meeting, on how the complaint is resolved. This may be by an explanation, or a formal apology, or by another course of action, and is likely to involve settling the issue directly with the complainant. Every effort should be made to resolve the complaint at this stage.
7. The Clerk will keep in touch with the complainant throughout the investigation, advising them of the progress of their complaint and of the likely time scale involved.
8. If the complaint remains unresolved, it will be referred to Northamptonshire County Association of Local Councils (NCALC), 6 Litchborough Business Park, Northampton Road, Litchborough, Northants NN12 8JB.
9. All complaints relating the Parish Council's handling of requests for information, under the Freedom of Information Act should be put in writing to the Clerk. Such complaints will be handled as part of the Parish Council's complaints procedure. Complaints may also be directed to the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

*Adopted 18/09/2018*