

PURTON PARISH COUNCIL	COMPLAINT HANDLING PROCEDURE
APPROVED BY COUNCIL: 11/...06.../2022... <i>This policy will be reviewed once every 5 years unless there is a significant change in legislation or staffing requirements</i>	
Signed by Clerk:	Dated: 11th June 2022

COMPLAINTS PROCEDURE

1. Purton 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 stand 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.
2. This Complaints Procedure applies to complaints about the Council Administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to :
 - 3.1 Complaints by one council employee against another council employee, or between a council employee and the council as an employer. These matters are dealt with under the councils disciplinary and grievance procedures.
 - 3.2 Complaints against Councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council and, if a complaint against a councillor received by the Council, it will be referred to the monitoring Officer of Wiltshire Council. Further information on the process of dealing with complaints against councillors maybe obtained from the Monitoring Officer of Wiltshire Council.
4. The appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the time is to be discussed. There may also be opportunity to raise your concerns in the public participation section of the Council meetings. If you are unhappy with the Council decision you may also raise our concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of Council who will report your complaint to the Council.
8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescales may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Council (if not already done so) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

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Contacts :

The Clerk, Purton Parish Council
 Council Offices
 Village Hall
 Station Road
 Purton
 Wiltshire SN5 4AJ

Tel : 01793 771066

Email : deborah.lawrence@purtonparishcouncil.gov.uk

The Chairman of Purton Parish Council

Address : The Bungalow, Hooks Hill, Purton, SN5 4AS

Email : ray.thomas@purtonparishcouncil.gov.uk

Review Date	Review Detail
8 th January 2018	Policy adoption at full council
11 th June 2022	Adopted with no changes.