

Complaint Policy

Introduction

Honeybourne Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. It is committed to conducting its business in a fair and equitable manner and the aim of this policy is to investigate all complaints promptly in an impartial manner and to find a solution which is satisfactory to both the complainant and the Council.

Parish Councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. The Council will therefore do its utmost to settle complaints and satisfy complainants in the interests of the good reputation of the Council.

This Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This policy tells you:

- the type of complaints that can be addressed using the procedure;
- how to contact us with your complaint;
- what information we will ask you to provide;
- what we will do when we hear from you.

The Type of Complaints That Can Be Addressed Using This Procedure

This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way Council employees have dealt with your concerns.

The complaint procedure does not cover complaints against Councillors. Parish Councillors sign up to a Code of Conduct on taking office which adheres to the principles of public life. If you wish to submit a complaint for breach of this code you should do so to the Monitoring Officer at Malvern Hills District Council and Wychavon District Council, Civic Centre, Queen Elizabeth Drive, Pershore, Worcestershire, WR10 1PT.

Where a complaint, or the conduct of a complainant, is considered habitual or vexatious, the Council's Vexatious Requests & Complaints Policy will apply instead of, or alongside, this procedure as appropriate.

If your complaint does not fall within the scope of this procedure, please contact the Parish Clerk or the Chair of the Council for further advice.

How to Contact Us With Your Complaint

You can contact the Parish Clerk to advise that you have a complaint as follows:

- by telephone on 07951429652
- by email to clerk@honeybourne-pc.gov.uk

- in writing to Honeybourne Parish Council, Honeybourne Village Hall, Harvest Close, Honeybourne, WR11 7RH
- in person by appointment

You can contact the Chairman of the Council to advise that you have a complaint as follows:

- by email — the email address of the Chair can be found on the Parish Council website: www.honeybourne-pc.gov.uk
- in writing to Honeybourne Parish Council, Honeybourne Village Hall, Harvest Close, Honeybourne, WR11 7RH, marked for the attention of the Chairman.

Information We Will Ask You to Provide

We will ask you to provide the Council with:

- your name and contact details — the Council will not consider complaints made anonymously;
- details of your complaint;
- details of any prior contact with the Council about the matter;
- an indication of the outcome you are seeking.

Please use the Council's Complaint Report Form when making a complaint under this procedure. This form can be downloaded from the Council's website at www.honeybourne-pc.gov.uk or will be sent to you by the Parish Clerk upon request.

What We Will Do When We Hear From You

On receiving your completed Complaint Report Form the Council will investigate the matter fully and will obtain further information as required.

In the first instance, your complaint will be investigated by the Parish Clerk. If this is not acceptable, or the Parish Clerk does not feel that it is appropriate, your complaint will be investigated by the Chairman of Council. If neither the Parish Clerk nor the Chairman can investigate, your complaint will be referred to the relevant council member.

We may be able to give you an answer straight away. If not, we will use our best endeavours to notify you, by email or in writing, of the outcome of your complaint within 10 working days of hearing from you. If we cannot give you an answer within 10 working days we will give you a progress report, explain why we need more time to investigate further and tell you when you can expect a full answer.

The Council will be notified of your complaint and any conclusions or ongoing progress, as part of the Parish Clerk's report at the Council's next meeting.

If you are dissatisfied with the outcome of the investigation, you may ask for your complaint to be referred to the full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Council meeting. If this is not possible, the complaint will be heard at the following Council meeting.

Where a complaint is referred to the Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed. You will be advised of the Council's decision within 5 days of the meeting.

The decision will be recorded in the minutes of the meeting.

Review

This policy will be reviewed every three years, or sooner if legislation or guidance changes.

Complaint Report Form

Please complete this form when making a complaint to Honeybourne Parish Council under the Complaint Procedure.

Name	
Address	
Telephone No	

Provide here the details of your complaint (continue overleaf if necessary)

Have you spoken to, emailed or written to anyone at the Council about your complaint?

Yes No

If Yes, provide their name:

What happened as a result of this contact? (continue overleaf if necessary)

What would be the best way for the Council to resolve your complaint? (continue overleaf if necessary)

Please return this completed form either by post to: The Parish Clerk, Honeybourne Parish Council, Honeybourne Village Hall, Harvest Close, Honeybourne, WR11 7RH, or by email to clerk@honeybourne-pc.gov.uk