

## **THORVERTON PARISH COUNCIL - COMPLAINTS POLICY**

The following procedure will be followed on receipt of a complaint about the Council's administration, procedures or decisions.

1. This procedure does not cover complaints about the conduct of a Member of the Parish Council which is covered under the Councils Code of Conduct.
2. A complaint about the Council's administration, procedures, decisions or the actions of a Council employee should be notified in writing to either a Councillor or the Clerk: Alison Marshall, Dinneford House, Dinneford Street, Thorverton, Devon EX5 5NU. Telephone 01392 861228. E-mail [thorvertonpc@gmail.com](mailto:thorvertonpc@gmail.com)
3. A complaint will be investigated and responded to within 21 days of receipt.
4. On receipt of a written complaint the Clerk (except where the complainant is about the Clerk in which case the Chairman of the Council) will aim to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him/her an opportunity to comment. Efforts will be made to resolve the complaint at this stage and in a timely manner.
5. The Clerk (or Chairman) will report any complaint details to the next full meeting of the Parish Council and the minutes will be noted accordingly. Discussion by the Parish Council may take place in private, if deemed appropriate by the Chairman, should the complaint be of a sensitive nature.
6. The Parish Council may consider in the circumstances of any particular complaint whether to make any 'without liability payment' or provide other 'reasonable compensation' to any person who has suffered loss as a result of the Parish Council's maladministration. Any payment may only be authorised by the Parish Council, at a full Council meeting, after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment if appropriate.
7. The complainant will be notified in writing of the outcome of the complaint together with any action to be taken.
8. The Council may defer dealing with a complaint if it is of the opinion that further advice or information needs to be obtained but it will not let more than 3 months from the date of receipt of the complaint pass before a decision is given, in writing, to the complainant. In such cases the Clerk (or Chairman) will inform the complainant of the Council's plan of action within 21 days of receipt of the complaint.

This policy was adopted by Thorverton Parish Council on **12<sup>th</sup> July 2016** Minute reference 16/150

Reviewed **July 2018** Next review due **July 2020**