PORINGLAND PARISH COUNCIL

Poringland Community Centre, Overtons Way, Poringland, Norfolk, NR14 7WB
Tel: 01508 492182 Email: clerk@poringlandparishcouncil.gov.uk

Clerk to the Council: Mrs Catherine Moore BSc FSLCC

Complaints Procedure

1. Poringland 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 standard 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 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 employer. These matters are dealt with under the council's 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 on 27th June 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of South Norfolk Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of South Norfolk 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 item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your 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. Complaints by social media will not be considered a formal complaint as set out within this Procedure.

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 the Council who will report your complaint to the Full Council.

8. Where a complaint is being made about the actions of the Chairman, it shall be referred directly to Full Council.

9. 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. In the case of a complaint being made against an employee or a Parish Councillor, the person that has been complained of will be notified and will have an opportunity to comment on the matter.

LOCAL COUNCIL AWARD SCHEME FOUNDATION

10. 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 timescale may have to be extended. If it is, you will be kept informed.)

11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council and you will be notified of the date, time and place that the complaint will be heard. You will be notified in writing of the outcome of the review of your original complaint (usually within eight weeks).

12. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and the public. If the matter is a complaint about the Clerk and the Council believes the matter may lead to a disciplinary hearing then the matter must be heard with the press and public excluded. In this event, if the complaint is of any employee, even if the matter is being dealt with initially out of the context of a formal disciplinary hearing, then the employee is entitled to have a representative present. The matter before the Council in this case will be to establish whether there is a factual basis to the complaint and the action that should then be taken. The proceedings at this stage cannot be a formal disciplinary hearing, which must be convened on a separate occasion and in accordance with Council's procedures.

Contacts

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