

Inkberrow Parish Council

Complaints Policy and Procedure Adopted September 2024

1. Inkberrow 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, this complaints procedure sets out how you may complain to the Council and how we should try to resolve your complaint.
2. This complaints procedure applies to complaints about Council administration/ procedures and may include complaints about how Council employees have dealt with your concerns
3. This complaints procedure does not apply:
 - a. to complaints between a Council employee and the Council as employer. These matters are dealt with under the District Council's disciplinary and grievance procedures.
 - b. complaints against Councillors are covered by the Code of Conduct for members revised documents submitted by Wychavon District Council adopted by the Council on the 15th of January 2020. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Wychavon District Council.
4. If a complaint about procedure or administration is notified orally to a local Councillor or to the Clerk and they cannot satisfy the complainant fully forthwith the complainant shall be asked to put the complaint in writing to the Clerk. The Clerk will acknowledge receipt and will deal with the matter promptly. The Parish Council aims to resolve complaints within 12 weeks from the receipt where possible.
5. On receipt of a written complaint the Clerk shall (except where the complaint is about his/ her own actions), or Chairman, (if the complaint relates to the Clerk) try to settle the complaint directly with the complainant. This will not be done without first notifying the person complained of and giving him/ her an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
6. Where the Clerk or Chairman receives a written complaint about his or her own actions s/he shall forthwith refer the complaint to the Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment
7. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

8. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered and the complainant shall be offered an opportunity to explain the complaint orally.
9. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Council meeting in public.
10. As soon as possible after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.
11. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practise arise on which advice is necessary from CALC or other source of legal advice. The complaint shall be dealt with at the next meeting after the advice has been received.
12. A summary of complaints received during the year will be included in The Annual Report.
13. Vexatious Complaints
 - a. A vexatious complainant is one who persists unreasonably with their complaints or makes complaints in order to inconvenience the council rather than genuinely resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly.
 - b. Of such complaints affect the council's ability to undertake its work and provide its services to others comma it may alter the way it deals with the complaints by not acknowledging or responding to vexatious complaints full stop complaints will still be read in case they contain new information.
 - c. The complainant is to be classified as vexatious, they shall be informed so and given a time scale of how long this will remain the case.
 - d. Should a vexatious complainant make a new complaint about new issues these will be treated on their merits.

Contact details of the Clark/ Chairman can be found on [HTTPS:// www.inkberrow.org.uk](https://www.inkberrow.org.uk)