



COLTISHALL PARISH COUNCIL

Clerk: Becky Furr

2 Hall Cottages, The Windle, Acle, NR13 3JT

Tel: 07446 542146

Email: coltclerk@gmail.com

Complaints Policy

Adopted – December 2020

For review – December 2023

If you have a complaint about Coltishall Parish Council we would like to hear from you. This policy tells you how to complain and what will happen upon receipt of your complaint. It also tells you who deals with the complaint, how you can be represented when a decision is made and how you will be notified of this.

We welcome your feedback so that we can continually improve our services to our residents. We will strive to solve and learn from problems as quickly as possible.

How to contact us with your complaint:

Coltishall Parish Council
C/O the Parish Clerk, Mrs Becky Furr
2 Hall Cottages
The Windle
Acle
NR13 3JT

07446 542156

coltclerk@gmail.com

Alternatively, you can contact the Chairman:

Mr Richard Germany
Church Farm
9 Gt Hautbois Road
Coltishall
NR12 7JW

07919 511622

richardgermany@outlook.com

When we receive your complaint

We will contact you within 10 working days to acknowledge receipt of your complaint. We will try to give you a full answer or explain why we may need more time to investigate this further. We will also tell you when you can expect a full answer.

A form is included with this policy which you can fill in and send back to us. This policy explains the procedure which will be followed once your complaint has been received.



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What we will do when we hear from you

We will contact you within 15 working days of us receiving your complaint and either give you a full answer or give you an explanation about why we need more time to investigate further. We will also tell you when you can expect a full answer.

It will not be appropriate to deal with all complaints from members of the public under a complaint's procedure. Below are examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case, we will advise you of this.

Type of conduct	Refer to
Financial Irregularity	External Auditor
Criminal Activity	Norfolk Constabulary
Parish Councillor Conduct	Broadland District Council
Employee Conduct (Clerk)	Internal Disciplinary Procedure

Persistent Complaints

We will do our best to answer your complaint within the terms detailed in this policy. In the unfortunate circumstance where we answer a complaint fully, but further correspondence is received on that matter one acknowledgment only will be issued.

Confidentially

Your complaint will be treated in confidence. Full details of the complaint will only be given to those Councillors of staff concerned.

Procedure

The following procedure has been approved by Coltishall Parish Council as a way of ensuring that complainant feel satisfied that, at the very least, their complaint has been properly considered.

Informal Complaint

The Council envisages that most complaints can be resolved easily and amicably through this route. Complaints must be direct to the Clerk, or Chairman if the complaint is about the Clerk. A complainant may advise a Councillor of the details of a complaint but individual Councillors are not able to resolve complaints. The parish Clerk (or Chairman) will report any complaint disposed of by the direct action with the complainant to the next Parish Council meeting.

If an informal approach does not resolve the issues, or the complaint is deemed particularly serious the formal complaints procedure outlined below shall be followed.

Formal Complaint

If a complaint about the Council is notified orally to the Clerk or Chairman and the complaint unresolved, the complainant shall be asked to put the complaint in writing to the clerk on the form provided. The Clerk will acknowledge receipt of the complaint within 15 working days.



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The clerk will carry out an initial investigation into the complaint and will, within 15 days provide the complainant with an update on progress, or a suggested resolution. If the complaint is satisfied with the resolution the complaint is closed. The Clerk will report to the Council at the next meeting.

If the complaint remains unresolved, or the complainant is not satisfied with the proposed resolution, the matter will be referred to the Complaints Panel of the Council.

Complaints Panel

When necessary, the Council will appoint a Complaints Panel to fully investigate the complaint. The Panel will consist of all members of the Council to ensure that three members are available, one of which will be the Chairman. The Panel has delegated authority from the Parish Council to review and decide on the complaint. A letter will be sent to the complaint with a date of the Panel meeting. It is expected that the panel will meet within 15 working days of being notified by the Clerk. If the Panel is unable to meet within this time, all parties will be notified of the date of the meeting and the reason for the delay.

The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation of any evidence relied on. The Council shall provide the complainant with copies of any documentation upon which to rely at the meeting and shall do so promptly, allowing the complainant the opportunity to read the material in good time of the meeting.

At the meeting

The Council shall consider whether the circumstances of the meeting warrant exclusion of the public and the press.

The Chairman will introduce everyone and explain the procedure

The complainant (or representative) shall be invited to outline the grounds for complaint, and, thereafter, questions may be asked by the Clerk or other nominated officer and members.

The Clerk will have an opportunity to explain the Council's position and questions may be asked by the complainant and members.

The Clerk and then the complainant shall be offered the opportunity to summarise their positions.

If the decision is unlikely to be finalised on that day the complaint shall be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the meeting

The decision will be confirmed in writing within 10 working days together with details of any action taken

The announcement of any decision will be made in public at the next Council meeting.



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Formal Complaints Form

Complaints will be treated in the strictest confidence. Please refer to the accompanying procedure before completing this form.

Your name:

Address:

Telephone Number

When is the best time to contact you?

Please give details of your complaint here (if necessary, continue over the page)

Have you spoken with, emailed or written to anyone at the Council? Yes / No
If yes please give their name:

What happened as a result of that contact?

What would be the best way for the Council to resolve the complaint?

Please return this form to the Parish Clerk by email or post or alternatively to the Chairman if the complaint is regarding the Parish Clerk.