

# **Farthingstone Parish Council**

## **Complaints procedure**

1. Farthingstone Parish Council (FPC) 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 the council or are unhappy about an action or lack of action by the council, this complaints procedure sets out how you can complain to the council and how we will 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 made under the Code of Conduct (see Farthingstone website under the Parish Council page for a copy).
4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You can do this by writing to the Parish Clerk 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 can 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 and the special process set out in Standing Orders is followed.
5. You can make your complaint about the council's procedures or administration to the Parish Clerk. You must do this in writing, using the form below. The council's contact details are set out below.
6. You should indicate in your complaint if you wish your complaint to be treated confidentially.
7. 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 seven calendar days.
8. If you do not wish to make your complaint to the Clerk, you can make it directly to the Chair of the council who will refer your complaint to the council.
10. The Clerk or the Chair (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council. You may be invited to a meeting to make verbal representations and may bring someone with you when doing so.
11. The Clerk or the Chair will notify you within 21 calendar days of the outcome of your complaint and what action (if any) the council proposes to take as a result of your complaint. (In exceptional cases the timescale may have to be extended. If it is, you will be kept informed).

12. If your complaint has been investigated by the Clerk and you are dissatisfied with the response, you can ask for your complaint to be reviewed by the council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contact details for complaints handling:	
Clerk's name:	Debbie Mason
Clerk's telephone number:	01327 361576
Clerk's e-mail address:	<a href="mailto:clerk@farthingstoneparishcouncil.gov.uk">clerk@farthingstoneparishcouncil.gov.uk</a>
Chair's name:	Peter Stanton
Chair's e-mail address:	<a href="mailto:pstanton621@btinternet.com">pstanton621@btinternet.com</a>
Council's correspondence address:	Lilac Cottage, Litchborough Road Farthingstone Northants NN12 8EY

## Complaints Form

Your name:	
Your telephone number(s):	
Your email address:	
Your postal address:	
Do you wish your complaint to be treated confidentially?	
What your complaint is about (please provide as much detail as you can, and attach any supporting evidence or information):	
What harm, disadvantage, or loss have you suffered?	
What remedial action would you like the council to take?	
Any other comments:	