

HOLT PARISH COUNCIL
COMPLAINTS PROCEDURE
Adopted on 27 October 2016

Holt 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 the issue.

This Complaints Procedure applies only to complaints about council administration and procedures and may include complaints about how the council has dealt with your concerns.

It does not apply to: Complaints by one councillor against another councillor or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.

Complaints about procedures or administration should be discussed with the Clerk who is also the Proper Officer of the Council. Mistakes and misunderstandings are often resolved informally at this stage. The complaint should be put in writing to the Clerk and the Council will discuss it at the next Parish Council Meeting.

If the Clerk cannot resolve the concern or issue to your satisfaction, you should follow the steps detailed below.

- a) Put your complaint in writing to the Clerk, detailing the procedure or administration you wish to complain about. If you do not wish to send the complaint to the Clerk it may be sent to the Chairman.
- b) The Clerk shall acknowledge the receipt of your complaint and advise you of the date of the meeting when the Council will consider the matter.
- c) You will be invited to attend the meeting and may bring with you such representatives as you wish.
- d) At least 7 clear days before the meeting, you will need to provide Holt Parish Council with copies of any documentation or other evidence, which you may wish to refer to at the meeting. The Council will similarly provide you with copies of any documentation upon which you may wish to rely at the meeting.
- e) The Council shall consider whether the nature of the complaint warrants the exclusion of the public and press from the meeting. Any decisions on a complaint shall be announced at an open Council meeting.
- f) The decision will be confirmed in writing within 7 working days together with details of any action to be taken.
- g) Unless there are substantial grounds for appeal the decision will be considered final.
- h) If you have exhausted Holt Parish Council's complaints procedure and are not satisfied with the action taken, or believe that you have been unfairly treated, then you can pursue your complaint through the Ombudsman, who provides an independent national service to investigate complaints about councils.

Holt Parish Council Clerk
287 Bradley Lane
Holt BA14 6QE
Tel: 07818025676

01225 783029 email: clerk@holtparishcouncil.gov.uk

Holt Parish Council Chair
Cllr. Phil Game
322 Station Road
Holt BA14 6RD
Tel: 01225 783387

Ombudsman details

Telephone: 0300 061 0614

Website - www.lgo.org.uk

There is a form on the website that can be completed online.