

Complaints Procedure

1. Whitbourne 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 regarding the administration, procedures or services of the Council and may include complaints regarding how Council employees or representatives have dealt with concerns raised by members of the public.

The procedure does not provide a mechanism for appealing against decisions properly taken by the Council.

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 relating to councillor conduct are subject to the adopted Councillors' Code of Conduct and will normally be referred to the Monitoring Officer of Herefordshire Council in accordance with the authority's standards arrangements.

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. Complaints should normally be submitted in writing by letter or email to the Clerk. Where this is not practical, complaints may be made verbally and a written record will be created by the Council.

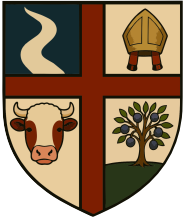
6. Where appropriate, the Clerk will seek to resolve complaints informally and promptly. If this is not possible, the complaint will proceed under the formal complaints process.

Complaints will normally be acknowledged 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 Complaints Committee of the Council or to the Council (as appropriate).

8. The Clerk, Chairman, Complaints Committee or Council (as appropriate) will investigate the complaint and may seek additional information from the complainant, councillors, employees or other relevant parties before reaching a decision.

9. The complainant will normally be notified in writing within twenty working days of the outcome of the complaint and of any action the Council proposes to take.



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Where the matter is particularly complex or requires additional investigation, the timescale may be extended and the complainant will be informed accordingly.

10.If the complainant remains dissatisfied following the initial response, they may request that the matter be reviewed by the Complaints Committee or, where appropriate, by the full Council.

The complainant will normally be advised of the outcome of the review within eight weeks.

11.The Council will process complaints in accordance with relevant data protection legislation and the Council's Privacy Policy.

Complaint information will be treated confidentially where appropriate, although information may need to be shared with councillors, employees, insurers, legal advisers or external authorities where necessary for the proper handling of the complaint.

12.The Council reserves the right to decline to investigate complaints which are considered to be vexatious, abusive, persistent, repetitive or substantially similar to matters previously considered.

13.Anonymous complaints will not normally be investigated unless the Council considers there to be a significant public interest or safeguarding concern.

14.This procedure shall be reviewed periodically by Whitbourne Parish Council and updated as necessary to reflect changes in legislation, guidance and Council practice.

Contacts

The Clerk of Whitbourne Parish Council
See website for current contact details.

The Chairman of Whitbourne Parish Council
See website for current contact details.

Adopted by Whitbourne Parish Council: May 2026
Review due: May 2027

Signed: _____
Chairman of Whitbourne Parish Council