

ELVETHAM HEATH PARISH COUNCIL Complaints Policy and Procedure

Adopted 21 May 2018. Minute Ref: 34/18

Elvetham Heath Parish Council is committed to respond to and deal with complaints in a positive, timely and courteous manner; to resolve problems and conflicts effectively; and to promote effective working practices throughout the Parish Council. Throughout all parties should be treated fairly and the process should be reasonable, accessible and transparent.

This procedure covers complaints about the Council's administration, operations and procedures.

It does not cover complaints about the conduct of individual members of the Council. Complaints of this nature should be directed to the Monitoring Officer at Hart District Council, Civic Offices, Harlington Way, Fleet, GU51 4AE.

Making a Complaint

This can be done in person at the Parish Council Office, by telephone, in writing or via email to the Executive Officer, another Parish Council staff member or a Parish Councillor.

Contact details:

- Elvetham Heath Parish Council
The Key Centre
The Key
Elvetham Heath
Fleet
GU51 1HA
- Tel: 01252 819204
- Email: office@elvethamheath-pc.org.uk

Where a complaint is made orally, a written record will be made, and the complainant will be asked to provide:

- Name
- Full postal address
- Additional contact details eg telephone or email address
- Details of the complaint
- What action the complainant considers should be taken
- How the complainant wishes to receive a reply.

Procedure

1. In the first instance attempts should be made to resolve a complaint directly with the officer or Member concerned or informally with the Executive Officer of the Council.
2. If less formal measures do not satisfy the complainant, he should put the complaint in writing to the Executive Officer.
3. If a complainant indicates that he would prefer not to address the complaint to the Executive Officer, he should be advised to direct it to the Chairman of the Council.
4. Receipt of the complaint will be acknowledged, and assurances given that it will be dealt with quickly.
5. On receipt of a written complaint, the Executive Officer (or the Chairman) will (except when the complaint is about his/her own actions) try to settle the complaint directly with the complainant, but not without first notifying the person about whom the complaint refers and giving him/her the opportunity to comment.
6. The Executive Officer (or Chairman) will report to the next council meeting any complaint which has been disposed of by direct action with the complainant.
7. Any complaint that is still unresolved will be brought to the next meeting of the Council. The complainant will be invited to attend and address the meeting.
8. Seven working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence relied upon and the Council will similarly provide the complainant with copies of its documentation.
9. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at the Council meeting in public.
10. Matters relating to Grievance or Disciplinary proceedings should be dealt with in accordance with the Council's relevant procedures and with the press and public excluded.
11. At the meeting the complainant should outline the grounds for complaint and answer questions from the Council. The Council's nominated officer will then explain the Council's position and answer questions accordingly.
12. As soon as possible after the decision has been made the complainant will be notified in writing of the decision and any action to be taken.
13. The Council may defer dealing with any complaint if it believes further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received. The complainant will be notified of any delay.