



# **Ashmanhaugh Parish Council**

## **Complaints Procedure**

**Reviewed on 6th March 2018**

1. Ashmanhaugh 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 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:
  - a. 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.
  - b. complaints against councillors. Councillors are governed by the Code of Conduct for Members adopted by the Council in May 2015. Complaints about councillors should be sent directly to the Monitoring Officer at North Norfolk District Council.
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. You may make your complaint about the council's procedures or administration to the Clerk. You may do this by phone, or by emailing the Clerk. The contact details are set out below.
6. 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 five working days.

7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council.
8. If the Clerk or the Chair decide they cannot resolve the matter it will be referred to a Council meeting. Please note that the Council only meets every two months, so if it is necessary to discuss the matter at a Council meeting there may be some delay in resolving your complaint.
9. The Clerk will consult with the Chair and agree if the details of the complaint warrant the item to be considered in a private session of the meeting. If so, this will be detailed on the agenda issued three working days before that meeting.
10. The Clerk will notify the complainant of the meeting, details of the agenda and invite them to attend, if appropriate. The Council asks that the complainant provide the Council with any relevant documents or evidence seven working days before the meeting.
11. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint.
12. The Council adheres to Local Government Ombudsman guidance for Councils which suggests that most complaints should be resolved within twelve weeks of receipt of the complaint.
13. If you are dissatisfied with the response to your complaint, please contact the Standards Committee at North Norfolk District Council.

**Clare Male**

Clerk and Responsible Financial Officer  
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**Due for review January 2020**