



TROTTSCLIFFE PARISH COUNCIL

Complaints Procedure

Reviewed & adopted: 5 November 2015

Trottscliffe Parish Council (the Council) is committed to providing its services efficiently and to as high a standard as possible. However, we do encourage individuals to bring shortcomings to our notice so that we may:-

- Have the opportunity to resolve your issue
- Learn from our mistakes so that they may be prevented in future
- Review policies and procedures where necessary

We take all complaints very seriously and it will depend on the type of complaint as to how it is handled. There are currently three types of complaint, namely -

- An employee
- A Councillor
- Administration and procedures

This policy sets out the procedures for dealing with complaints by members of the public about the Council.

- 1) The Council will deal with complaints about Council employees internally as an employment matter. Any complaint about a Council employee should be put in writing to the Chairman of the Council (the Chair). The matter will then be dealt with internally and appropriate action taken.
- 2) All councillors sign up to the Code of Conduct as part of their declarations of acceptance of office. Complaints about councillors should be addressed to: The Monitoring Officer, Tonbridge & Malling Borough Council, Gibson Building, Gibson Drive, Kings Hill, West Malling Kent ME19 4LZ. Telephone: 01626 361101.
- 3) Complaints about procedures or administration of the Council should be discussed with the Clerk to the Council (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.

However, if the Clerk cannot resolve the concern or issue to your satisfaction, please follow the steps detailed below.

- 4) Please put your complaint in writing, including email, to the Clerk who can be contacted at 75 Hazen Road, Kings Hill, West Malling Kent ME19 5ED email - trottsclffepc@btinternet.com, 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 Chair via the Clerk.



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- 5) The Clerk shall acknowledge receipt of your complaint and advise you of the date of the meeting when the Council will consider the matter.

- 6) You will be invited to attend the meeting and may bring with you such representatives as you wish.

- 7) At least 7 clear days before the meeting, you will need to provide the 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.

- 8) 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 the Council meeting in public.

- 9) The following procedure will be followed:-
 1. The Chair will introduce everyone.
 2. The Chair will explain the procedure.
 3. You will be asked to outline the grounds of your complaint.
 4. If relevant, the Clerk will explain the Council's position.
 5. Councillors will then have the opportunity to question you and the Clerk.
 6. You and the Clerk will then be offered the opportunity of any last words.
 7. You and the Clerk will be asked to leave the room whilst the Councillors decide whether or not the grounds for the complaint have been made, (if a point of clarification is necessary, both parties are to be invited back).
 8. You and the Clerk return to hear the decision, or to be advised when the decision will be made.

- 10) The decision will be confirmed in writing within 7 working days together with details of any action to be taken.

- 11) If you wish to appeal against the decision, you must inform the Council, in writing, within 7 working days of the written confirmation of the decision.

- 12) The Clerk will acknowledge receipt of your request for an appeal within 48 hours and advise you when the matter will be re-considered by the Council.

- 13) You will be invited to attend the appeal meeting and may bring with you a maximum of 2 representatives.



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- 14) The appeal meeting will follow the same procedure as detailed in (9), providing you with the opportunity to explain your grounds for the appeal.
- 15) After the appeal, the Council will confirm its final decision in writing within 7 working days, together with details of any action to be taken.
- 16) If you have exhausted the 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.

Ombudsman details Telephone:- 0300 061 0614 Website - www.lgo.org.uk There is a form on the website that can be completed online.