

LOOSE PARISH COUNCIL

COMPLAINTS PROCEDURE FOR LOOSE PARISH COUNCIL

Loose Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. The Parish Council is determined to conduct its business in a fair and equitable manner and where complaints arise the Council will attempt to resolve them by informal discussion. In the event that this is unsuccessful a formal complaint may be made.

a) For small/trivial issues a verbal apology may suffice.

b) For formal complaints the complainant should write in person to the Parish Clerk giving full details of the matter. The Clerk should then formally record and date the complaint. An acknowledgement letter should be sent within seven days.

The complaint should then be investigated by either the Chairman (or in his absence the Vice Chairman) or if the complaint involves the conduct of the Chairman and/or Vice Chairman, by a designated member of the Council. A report of the findings should be produced for the complainant and for the Parish Council, this report including any proposed remedy.

The report may be accepted, rejected or amended by the Parish Council which may decide to discuss the matter with the complainant directly at the time of the consideration of the report.

At all times the complaint shall be dealt with in confidence and with due regard to non-disclosure of exempt information.

c) Any significant complaints or appeals against- The complainant should be directed to take this up with the appropriate authority.

These procedures were updated and recommended to the full Parish Council on the 1st October 2007 by the F&A Committee.

These procedures were adopted by the full LPC on the 17th December 2007.

Reviewed F&A 13th Jul 09- no change
Reviewed F&A 25th Jul 11- no changes
Reviewed F&A 2nd Jul 12- no changes
Reviewed F&A 22nd Jul 13- no change.
Reviewed F&A 6th Oct 14- no change.
Reviewed F&A 1st June 15- no change.