

COMPLAINTS PROCEDURE

Resolved at Full Council – 25th January 2021

Reviewed – no change - May 2021 PC22 9(iii)

Haddenham 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.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns

This Complaints Procedure does not apply to:

- 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.
 - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 3rd September 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Buckinghamshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Buckinghamshire Council.
 - Financial Irregularity. The Clerk as responsible Financial Officer (RFO) should endeavour to provide an explanation of the item. If the complainant is not satisfied, complaints about financial irregularity should be referred to the Council's Auditor, whose name and address can be obtained from the Parish Clerk. The Clerk will advise the complainant of their statutory right to object to the Council's audit of accounts pursuant to S16 Audit Commission Act 1998. On other matters, it may be necessary for the Clerk to consult the auditor/Audit Commission
 - Criminal Activity. The Clerk should refer the complainant to the Police
- 1 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.

2. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

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.

3. 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 Finance and General Purposes Committee of the Council or Full Council (if appropriate).
4. The Clerk or Finance and General Purposes Committee will investigate each complaint in an open and transparent manner, obtaining further information as necessary from you and/or from staff or members of the Council.
5. The Clerk or the Chair 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. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
6. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.
7. The aim in dealing with all complaints is to reach a resolution for the complainant, whether it is the remedy they were originally seeking or not. An explanation or an apology will always be needed.

Contact Details:
Clerk to the Council
Parish Council Office
Haddenham Parish Council
Banks Park
Banks Road
Haddenham
Bucks HP17 8EE

Tel: 01844 292411
Email: clerk@haddenham-bucks-pc.gov.uk