Bembridge Parish Council

COMPLAINTS PROCEDURE POLICY

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LOCAL COUNCIL AWARD SCHEME SILVER

A Civility & Respect Pledge Council

Parish Council Office
5 Foreland Road, Bembridge
Isle of Wight, PO35 5XN
TEL: 01983 874160
Opening hours: Tuesday to Friday 09.30 – 12:30

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BEMBRIDGE PARISH COUNCIL

COMPLAINTS PROCEDURE POLICY

1. Introduction

Bembridge 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. Scope

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 and, if a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer of the Isle of Wight Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of the Isle of Wight Council.

3. Procedure

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.

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.

Complaints about the Clerk must be made in writing to the Chair or Vice-Chair of the Parish Council, setting out the reasons for the complaint and providing any supplementary information that will assist an investigation. The Chair / Vice-Chair of the Council will report your complaint to the Council.

The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

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. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

4. Confidentiality

As far as is reasonably practicable, the Councill will keep any complaint and/or grievance confidential apart from necessary disclosure and investigation with those affected by the complaint and/or grievance. If it is necessary to investigate the matter with any other person, the person raising the complaint and/or grievance will be so advised.

5. Record Keeping

In all cases, written records of the nature of the complaint and/or grievance raised, the response, action taken (with reasons), details of any appeal and subsequent developments will be retained and kept in accordance with the GDPR Act 2018.

Contact the Clerk in the first instance:

The Clerk to Bembridge Parish Council

5 Foreland Road, Bembridge, PO35 5XN

Tele: 01983 874160

clerk@bembridgeparishcouncil.gov.uk

Contact details for the Chair are available on the Bembridge Parish Council Website:
www.bembridgeparishcouncil.gov.uk