

# SHRIVENHAM PARISH COUNCIL

## COMPLAINTS PROCEDURE

<b>Date</b>	<b>Version</b>	<b>Reviewed By</b>	<b>Date Adopted</b>	<b>Next Review</b>
August 2024	Draft.	R Sheldon		
November 2024	Final	R Sheldon	6/11/24	November 2026

### Procedure

1 The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.

2 This procedure does not cover complaints about the conduct of a member of the Parish Council.

3 Complaints about procedures or administration of the Council should be made to the Clerk in writing, using the complaints form (Appendix A). Completed forms should be submitted to: Clerk to the Council, Shrivenham Parish Council, Memorial Hall, 2 Highworth Road, Shrivenham, SN6 8EN or [clerk@shrivenham.org](mailto:clerk@shrivenham.org)

4 The complaint will be acknowledged within 10 working days and a response issued within 25 working days of receipt unless the complainant is otherwise notified.

5 If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk) he or she should be advised to write to the Chairman of the Council or appropriate Committee.

6 On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his or her own actions) or Chairman of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying the Council and any person complained about and giving him or her an opportunity to comment. Efforts will be made to resolve the complaint at this stage.

7 The Clerk to the Council (or Chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.

8 The Clerk to the Council (or Chairman) will report any complaint that has not been resolved to the next meeting of the Council.

9 Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, will be dealt with in accordance with the Council's grievance and disciplinary procedures.

10 The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.

11 As soon as possible after the decision has been made (and in any event not later than 10 working days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.

12 The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. If the decision is to be deferred the complainant will be notified of the delay and the reasons for it. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

### **Other Areas of Complaint**

13 Complaints about breaches of the Code of Conduct must be made to Vale of White Horse District Council.

14 An unresolved complaint about alleged criminal wrongdoing should be made to Thames Valley Police.

15 An unresolved complaint of financial wrongdoing may be made to Shrivenham Parish Council's external auditor.

**Shrivenham Parish Council Complaint Form (Appendix A)**

<b>Name of Complainant</b>	
<b>Address</b>	
<b>Contact phone number/ email</b>	
<b>Do you wish your complaint to remain confidential? Please note it cannot be kept confidential from the Council or any person about which the complaint is made</b>	
<b>Details of Complaint (including relevant names, dates, etc.)</b>	
<b>Date complaint submitted</b>	
<b>Date received by Clerk</b> (for office use only)	
<b>Date resolved</b> (for office use only)	
<b>Action taken</b> (for office use only)	