

LUPPITT PARISH COUNCIL

COMPLAINTS PROCEDURE

1. Luppitt 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 a person (complainant) is dissatisfied with the standard of service they have received from the council or is unhappy about an action or lack of action by the Parish Council, this Complaints Procedure sets out how a complainant may complain to the Parish Council and how the Parish Council will try to resolve any complaint.
2. The Complaints Procedure applies to complaints about Parish Council administration and procedures and may include complaints about how Parish Council employees have dealt with any concerns.
3. This Complaints Procedure does not apply to:
 - **Complaints between a Council employee and the Council as employer.** These matters are dealt with under the Parish Council's disciplinary and grievance procedures.
 - **Complaints against Councillors.** Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Parish Council and, if a complaint against a Councillor is received by the Parish Council, it will be referred to the Monitoring Officer at East Devon District Council.
4. All formal complaints against the Parish Council or Officer must be communicated in writing. The complainant must state at the outset if he/she wants the complaint to be treated confidentially. The Parish Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
5. Any complaint should be submitted in writing to the Clerk at Courtmoor Farm, Upottery, Honiton, Devon, EX14 9QA, or by email at clerk@luppittparish.gov.uk.
6. If a complaint concerns the Clerk, the letter should be sent to the Chair of the Parish Council, Michele Turner, at Mount Stephen Farm, Luppitt, Honiton, Devon, EX14 4SU, or by email at m.r.turner@luppittparish.gov.uk.
7. Upon receipt of a written complaint, the Clerk (or Chair in the case of 6 above) will acknowledge receipt of the complaint within 5 working days and will confirm to the complainant whether the matter will be treated as confidential and confirm the next steps in the Complaints Procedure.
8. On receipt of a written complaint, the Clerk or Chair will investigate the facts, obtaining further information as necessary from the complainant and/or members of the Parish Council.
9. Where the Clerk or Chair receives a written complaint about their own actions, the complaint will be referred to the Parish Council.
10. Wherever possible, complaints will be dealt with by correspondence agreed between the Clerk and Chair of the Parish Council.

11. If necessary, the complainant will be invited to a meeting with the Clerk and/or Chair of the Parish Council to discuss the complaint in an attempt to settle the matter. The complainant may bring a representative to that meeting. The procedure for that meeting will be explained. The complainant must provide the Clerk with all information relevant to the complaint 7 days before the meeting.
12. The meeting will provide an opportunity for the Clerk to explain the Parish Council's position and for the complainant to ask questions and explain his/her position.
13. The complainant will be advised when a decision about the complaint will be made and when it will be communicated to the complainant.
14. The Parish Council shall only defer dealing with any complaint if it is of the opinion that issues of law or practice arise on which it needs to seek legal advice. The complaint will be dealt with as soon as that advice has been received. In this case, the Parish Council undertakes not to delay unduly the process of dealing with the complaint.
15. The Clerk will report any complaint resolved at the next meeting of the Parish Council.
16. After the complaint has been decided, the Parish Council will write to the complainant within 5 working days to confirm whether or not it has upheld the complaint. The Parish Council will give reasons for its decision together with details of any action to be taken by the Parish Council if this is appropriate.

This Complaints Procedure was adopted by the Council at its meeting held on Tuesday, 8 November 2016, Minute 6.3, Minute Book Page Number 451 and is reviewed annually.