



Complaints Procedure Policy

1. **Great & Little Preston Parish Council** is committed to providing a quality service for the benefit of our Community. If you are dissatisfied with the standard of service you have received from us, 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.
Please note: Great & Little Preston Parish Council will not consider complaints made anonymously or to third parties, including third party social media, such as Facebook and Twitter feeds.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure **does not apply to:**
 - 3.1. *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.*
 - 3.2. *Complaints against councillors which are covered by the Code of Conduct for Members. If a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Leeds City Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Leeds City Council.*
 - 3.3. *Complaints of a criminal nature, which should be reported to the Police with all relevant evidence.*
 - 3.4. *Complaints of financial irregularity should be made to the Auditor.*
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council meets to debate and vote 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.

5. You may make your complaint about the council's procedures or administration to the Clerk, Mrs S. Bath. You may do this in person, by phone, or by writing to or emailing her.

The e-mail address is: s.bath@greatandlittlepreston-pc.org.uk

The postal address is **8 Hirst Street, Allerton Bywater, Castleford, WF10 2HW**

Mob: 07900 687301

6. The Clerk will deal with simple complaints informally and will only refer the complainant to the formal complaints procedure in the event that this is not appropriate or does not satisfy the complainant. All formal complaints must be made in writing and you must state whether the complaint is to be treated confidentially. However we must comply with our obligations under the Data Protection Act 2018.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council, Councillor David Bath. His e-mail address is: david.bath@greatandlittlepreston-pc.org.uk who will report your complaint to the Parish Council. An acknowledgement of your complaint will normally be made within ten working days.
8. The Clerk will investigate the complaint (complaints against the Clerk will be investigated by the Chairman or another member appointed for the task) which will require the complainant to disclose all relevant information, including documentation. The investigation period should take no longer than 15 working days (in exceptional circumstances or for complex cases the investigation period may be extended).
9. The formal complaint and investigation evidence will be referred to the full Parish Council for consideration (a special meeting may be called for the purpose). The complainant will be allowed to attend the meeting, with a representative if required, to give verbal representation.



Due to the confidential nature of the business to be transacted the press and public may be excluded from the representation and consideration. The Parish Council may decide to exclude all persons for its deliberations.

10. The complainant will receive the Committee's decision and details of any action that will be taken in writing within 15 days of the meeting/a decision being made, even in cases where he/she has attended the meeting and given representation.
11. After a decision has been made, should a complainant still be dissatisfied, he/she has the right to appeal the decision. Requests for reconsideration must be made in writing, stating the reason(s) that a decision should be reconsidered and where it exists provide supporting new evidence. The appeal request will be referred to the Parish Council for consideration at the earliest Parish Council meeting. If the appeal is upheld, the Parish Council will have the opportunity to reconsider the decision. The complainant has one right of appeal, after which the Parish Council's decision is final.
12. **CONFIDENTIALITY** - The identity of a complainant will only be made known to those who need to consider a complaint. Extra care will be taken to maintain confidentiality where sensitive circumstances demand e.g. where matters concerning financial or sensitive information or where third parties are involved.
Protecting personal data is part of the Parish Council's Data Protection Policy.

Approved/ Adopted. June 27th 2018

Signed . . Cllr. D.A. Bath (Chair)