

## **Longborough Parish Council Policy – Handling Complaints**

The Council treats all complaints seriously and has set out the following policy document which covers this matter.

All formal complaints against the council must be communicated in writing. If you wish your complaint to remain confidential, then you must state this on your letter, although the council will at all times adhere to the rules covered under the Data Protection Act 1998.

Please state the nature of the complaint, to whom it is directed and what remedy, if possible, you are seeking.

Complaints about councillors should be addressed to The Clerk, Longborough Parish Council, 30 Sargent Square, Broadway WR12 7FE. Complaints concerning staff should be sent to the Chairman via the Clerk marked as 'private and confidential'. Email is also acceptable, and these should be sent to [longboroughpc@gmail.com](mailto:longboroughpc@gmail.com)

The procedure for dealing with complaints is set out below.

1. Upon receipt of a written complaint the Clerk will send a written acknowledgement within 3 days stating who will deal with it.
2. Non-urgent complaints will be referred to the next available meeting of the council. Urgent complaints will be referred to the Chairman and one other councillor (usually the Vice Chair) who will decide whether it should be dealt with straight away. A report to full council will be made at the next meeting of the complaint and how it was actioned.
3. You will be sent a further notification which sets out how the council will deal with your complaint and the timescale.
4. In all complaints, the council will ensure that they are brought to the attention of the full council no later than the next meeting following receipt.
5. If you wish, you can make a complaint directly to council by speaking in public participation during any of our meetings. However, it is unlikely that a complaint raised in this way could be dealt with there and then, so it is advisable whenever possible, to raise a written complaint so it can be investigated and hopefully resolved much faster.
6. If you are not happy with the Council's response to your complaint and it includes a decision which you do not agree with, you must notify the council in writing within 14 days of notification of the decision. Dependent upon the nature of the complaint, you will be provided with the information on how you can take the matter further if the law so permits.