



THE IVERS

PARISH COUNCIL

COMPLAINTS POLICY

ADOPTED 6TH FEBRUARY 2019 (PF&GP Item 85)

The Ivers Parish Council

Complaints Procedure

1. The Ivers Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area. If a resident is dissatisfied with the standard of service received from the council, or are unhappy about an action or lack of action by the council which falls within its remit, this Complaints Procedure sets out how to complain to the council and how the members and officers will respond to resolve the complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with concerns raised by residents.
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. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 28th November 2018 and, if a complaint against a councillor is received by the council, it will be managed in line with the procedure set out there.
4. Complaints from the general public may be made in person, by telephone or by writing to the Parish Clerk or any Parish Councillor. They should be made within reasonable hours. How a complaint will be dealt with:
 - Ideally all complaints will be dealt with informally and as quickly as possible.
 - If the person receiving the complaint is unable to deal with the matter they are to pass it to the relevant Councillor or Parish Clerk within 5 working days.
 - Acknowledgement of the complaint should be made within 5 working days and a full reply within 12 working days.
 - The complaint may be referred to the full Parish Council.
 - Should a member of the public feel their complaint has not been correctly handled they may refer the matter to the Local Authority Ombudsman.

Note, the following will not be accepted as complaints:

 - Requests for service
 - Reporting defects
 - Reports about unauthorised activities
 - Requests for information of an explanation of a Council policy
5. The appropriate time for influencing Council decision-making is by raising concerns before the Council debates and votes on a matter. This should be made in 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 concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, concerns can be communicated in writing to the Council, but Standing Orders prevent the Council from re-opening issues for a minimum of 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.

6. A complaint about the council's procedures or administration should be raised with 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.
7. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within five working days including a guideline estimating the time to respond in detail or resolve.
8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Policy and Finance Committee of the Council or, where the complaint relates to this committee, to the full Council.
9. The Clerk or the Policy and Finance Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from the complainant and/or from staff or members of the Council.
10. 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.)
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Policy and Finance Committee of the Parish Council or the full Council depending on who was involved in the original investigation. You will be notified in writing of the outcome of the review of your original complaint usually within 8 weeks.
12. It is noted that not all complaints are justified or well-founded. Sometimes councils may find themselves being called upon to respond repeatedly to an individual or group of individuals where that council has already investigated the matter under complaint (or something very similar) and has concluded that the complaint is without substance and/or has not been upheld. In these cases, the council will review this complaint and identify if it the matter should be handled under the policy relating to managing habitual and or vexatious requests which includes responding to unreasonable behaviour (Adopted February 2019)

Contacts

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