

		<b>Policy Name: Complaints Procedure (MASTER)</b> <b>Policy Number: BMK-PC03</b> <b>Version: 1.0</b>		
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<b>Approved by and date:</b>		Full Council on 06/11/17		
<b>Responsible Committee:</b>		Full Council		
Version No	Date Ratified / Amended	Date Implemented	Next Review Date	Reason for Change (eg, full rewrite, amendment to reflect new legislation, minor change etc)
1.0	06/11/17 (12.5.3)	07/11/17		NEW

## Purpose this Policy

Sets out the procedure for raising a complaint about the actions of the Parish Council.

### 1. Definition

You can complain if you feel that the Parish Council has:

- 1.1 Done something wrong;
- 1.2 Done something it should not have done;
- 1.3 Failed to do something it should have done;
- 1.4 Behaved unfairly;
- 1.5 Not carried out a service to an agreed standard;
- 1.6 Not responded to your request within our stated timescales as set out under the Procedure below;
- 1.7 You can also complain if you feel there is an alleged breach of the Code of Conduct by an Individual Councillor.

### 2. Complaints Procedure

#### 2.1 Stage 1 Verbal

In most cases problems can be sorted out quickly and satisfactory at stage 1. Simply speak directly to the Officers involved, telling them why you are dissatisfied or, if you prefer, you can write a letter saying what your complaint is and what you think ought to be done.

**Telephone Number:** 01908 087499

#### 2.2 Stage 2 Written, addressed to: The Parish Clerk, Broughton & Milton Keynes Parish Council at 27 Atlas Way, Oakgrove, Milton Keynes, MK10 9SG

**Email** address to: [clerk@broughtonandmkv-pc.gov.uk](mailto:clerk@broughtonandmkv-pc.gov.uk)

- 2.2.1 Where you are not satisfied with what has been done or the problem continues, please send a formal written letter/email addressed to the Parish Clerk (or Chair of the Parish Council if the complaint is about the Parish Clerk) of the Parish Council, outlining the grounds for your complaint and whether you wish your complaint to be treated confidentially or not.
- 2.2.2 The Parish Council will acknowledge your complaint in writing within 3 working days of receipt of the complaint and will confirm who will be dealing with your complaint (NOTE: if the Parish Clerk is away on holiday then your complaint will be dealt with within 3 working days following their return).
- 2.2.3 Depending on the severity of the complaint, the Parish Council will take 10 working days to investigate and respond back to you.
- 2.2.4 If you are not happy with the outcome of the complaint, you have the right of appeal.

### **2.3 Stage 3 Right of Appeal**

- 2.3.1 Send a written letter/email addressed to the Chair of the Parish Council, asking for a further investigation, which will be carried out by the Chair, minuted and discussed at the next published Parish Council meeting.
- 2.3.2 The Chair will acknowledge your appeal in writing within 3 working days.
- 2.3.3 Your appeal will be discussed in full Council at the next published Parish Council meeting and their decision will be final. (meetings are published on our website and notice boards within the Parish).

### **2.4 Stage 4 Complaining to the Local Government Ombudsman (LGO)**

If you are not satisfied with the outcome of your appeal, then you can send your complaint to the Local Government Ombudsman (LGO) for further investigation.

The legislation is contained within sections 26 and 27 of the Local Government Act 1974 ('the Act').