



Complaints policy & procedure

The parish council will treat all complaints as an expression of dissatisfaction with our service which calls for a response.

Not all complaints received by the parish council relate to services provided by the parish council, in which case we will endeavour to assist the complainant reach the appropriate authority or organisation.

The procedure for handling complaints will depend on the nature of the complaint.

1. Complaints about anti-social behaviour in the parish

Complaints about anti-social behaviour in the parish will be referred to the appropriate agency, either the police or the Community Safety Patrol Team at Basingstoke & Deane Borough Council.

2. Complaints about service received from the parish council

Complaints about service received from the parish council will be handled in the first place by the Clerk, or other Proper Officer, within 5 working days of receiving the complaint. Where the complaint is satisfactorily dealt with, the Clerk shall report both the complaint and its resolution to the next meeting of the council.

If the complainant remains dissatisfied, the council will convene a Complaints Committee comprising four council members, one of whom will be appointed Committee Chair.

Before the meeting of the Complaints Committee the complainant shall be asked to put their complaint in writing to the Committee and submit any documentation or other evidence which they wish to refer to the meeting. The Clerk or other Proper Officer will be asked to submit the council's position in writing.

The Committee will endeavour to meet within 2 weeks of receiving the written complaint and supporting documentation. This may be delayed where it is considered that further evidence must be collected or legal advice sought. The complainant will be invited to attend and bring with them such representative as they wish.

At the meeting the Committee will hear representations from the complainant and from the Clerk or other Proper Officer. They will then be asked to withdraw whilst the Committee reaches their decision. On reaching their decision both parties will be invited back to hear the decision, or to be advised when a decision will be made

The decision, together with details of any action to be taken will be confirmed in writing within 5 working days. This shall be sent to the complainant and reported to the next meeting of the council.

4. Complaints about service received from another local authority body

Where a complaint is received about the service received from either Basingstoke & Deane Borough Council or Hampshire County Council, the complainant will be referred to the relevant website:

www.basingstoke.gov.uk/complaint

<http://www.hants.gov.uk/aboutthecouncil/contact/commentsandcomplaints>

5. Complaints about the conduct of councillors

Members of the parish council are bound by the Code of Conduct.

Parish Councils do not fall under the remit of the Local Government Ombudsman. Instead complaints that a parish councillor has breached the Code of Conduct are handled by the Standards Committee of Basingstoke & Deane Borough Council and the procedure is set out in section 14 of the Standing Orders.

6. Complaints about the conduct of the clerk

The clerk is an employee of the parish council and any complaints made will be handled internally as an employment matter.

7. Disorderly conduct at meetings

The procedure for dealing with disorderly conduct at any meeting of the parish council is covered in section 2 of the Standing Orders.