



# Holybrook Parish Council

Proudly serving the residents of Holybrook Parish since 2000

**The Parish Office**  
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## Complaints Procedure

### POLICY STATEMENT

Holybrook Parish Council is committed to providing a quality service for the benefit of the people who live and work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Council, or are unhappy about an action or lack of action by the Council, this Complaints Procedure sets out how you may complain to the Council and how the Council shall try to resolve your complaint.

### POLICY APPLICATION

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure **does not** apply to:

- ❖ complaints by one council employee against another council employee, or between a council employee and the council as an employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
- ❖ complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 23<sup>rd</sup> July 2012 (and updated in October 2021). If a complaint against a councillor is received, it will be referred to the Standards Committee of West Berkshire Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of West Berkshire Council.

### DEFINITIONS AND MEANINGS

The 'Council' or 'Parish Council' refers to Holybrook Parish Council

## MAKING A COMPLAINT

1. The appropriate time for informing the Council is by raising your concerns before the Council debates and votes on a matter. You may do this in writing to the Council (via e-mail or letter to the Clerk) 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 the Council will not re-open issues for a period of six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the appropriate process is followed.
2. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing or e-mailing the Clerk.
3. Wherever possible the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
4. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council.
5. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or members of the Council.
6. 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 because of your complaint. In exceptional circumstances the 20 working days timescale may have to be extended. If it is, you will be kept informed.
7. If you are dissatisfied with the response to your complaint, you may ask for it to be referred to the full council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

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