# Kimberley and Carleton Forehoe Parish Council

## COMPLAINTS PROCEDURE – GUIDANCE

Kimberley and Carleton Forehoe Parish Council aims to carry out its functions and duties legally and with the interest of the parish and its residents as the primary objective. The Parish Council is sorry that you are dissatisfied with the service provided. The following document outlines the Council's complaints procedure.

**Note:** This complaints procedure relates to the procedures and administration of the Council. The next page details types of complaints that cannot be dealt with by this complaints procedure. Please note that all complaints will be dealt with in the strictest confidentiality.

**Informal Complaint**
In the first instance you are encouraged to approach the Clerk or Chairman informally to discuss the issue and work through to a resolution. If your complaint cannot be satisfied informally, you may be asked to make a formal complaint.

**Formal Complaint**
Complaints must be made in writing and signed by you. The exception to this is if there is a compelling reason for being unable to make the complaint in writing in which case an alternative method such as voice recording or translation services will be offered. Your complaint should be written to the Clerk, or the Chairman if you do not wish to write to the Clerk (see next page for contact details and checklist of initial information required).

The Clerk (or Chairman where appropriate) will acknowledge receipt of your complaint and will advise you of the date of the meeting where your complaint will be heard. All complaints will normally be heard at the next Council meeting unless this is not appropriate. The Chairman will decide whether your complaint requires an urgent meeting of the Council. The Chairman's decision relating to the date of hearing your complaint will be final except where law overrides this.

You will be invited to attend the meeting and may bring representation with you. Any documentation relating to the complaint must be made available to the Council and yourself at least five working days prior to the meeting. Additional documentation produced at the meeting may be accepted at the discretion of the Chairman.

The Council will determine whether the nature of your complaint warrants the exclusion of the press and public from the meeting. Any decision on your complaint will be announced at the meeting in public.

The Chairman will introduce everyone and will outline the Council's complaints procedure. You (or your representative) will be asked to outline the nature of and grounds for the complaint. Councillors will then be invited to ask questions of you and/or the Clerk. The Clerk may also be invited to advise on legal or technical issues.

The Chairman will summarise the complaint and discussion and you will be asked to confirm that this is a fair summary. When this is agreed, you and the Clerk will be asked to leave the room while the Council deliberates your complaint. If further detail is required you will both be invited back into the room.

When a decision is made, you and the Clerk will be invited back into the room to hear the decision or to be advised when a decision will be made.

Parish Clerk: Mrs Catherine Moore BSC FSLCC, Jubilee Farm, Fleggburgh Road, Rollesby, Norfolk NR29 5HH
Tel: 01493 749918. email: kimberleyandcarletonforehoe@googlemail.com

Once a decision has been made you will be informed, in writing, of the outcome of the complaint together with any action to be taken.

**Initial information required**

To ensure that your complaint is dealt with as quickly as possible, please provide the following information when writing to us:

- **Your contact details** – including name, address, telephone number and email address. Please let us know how you would like us to contact you.
- **Details of the complaint** – please provide us with information relevant to your complaint, with evidence where appropriate (please do not send any original documents – photocopies are acceptable).
- **Details relating to your previous contact with the council about the matter** – including names of who you spoke to / emailed and the outcome of the discussion.
- **How you would like to resolve the complaint** – what action would you like the council to take in relation to the matter?

**Complaints requiring special consideration:**

- **Financial irregularity** – Local council electors have a statutory right to object to the Council's audit of accounts pursuant to s.16 Audit Commissions Act 1998. On other matters, councils may need to consult their auditor / Audit Commission.
- **Criminal Activity** – complaints should be directed to the Police.
- **Councillor Conduct** – if the complaint relates to non-compliance with the Code of Conduct, this complaint should be directed to the Monitoring Officer at South Norfolk Council (see contact details below). This will be considered by the Standards Committee.
- **Employee Conduct** – complaints should be directed to the Chairman of the Council.

**Contact details:**

| **Parish Clerk** | **Chairman of the Parish Council** | **Monitoring Officer** |
|---|---|---|
| Mrs Catherine Moore<br>Jubilee Farm<br>Fleggburgh Road<br>Rollesby<br>Norfolk<br>NR29 5HH | Mr Colin House<br>Oak Lodge<br>The Green<br>Kimberley<br>Norfolk<br>NR18 9HA | The Monitoring Officer<br>South Norfolk Council<br>Swan Lane<br>Long Stratton<br>Norwich, Norfolk<br>NR15 2XE |
| 01493 749918<br>kimberleyandcarleton forehoe@googlemail.com | c.house555@btinternet.com | 01508 533651 |