

Mancetter Parish Council

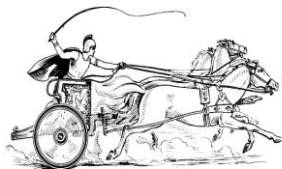
DOCUMENT CONTROL

Organisation	Mancetter Parish Council
Title	Complaints Procedure
Policy Version	3
Creator	Jo-Anne Ambrose, Parish Clerk
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COMPLAINTS PROCEDURE 2026

1.0 Introduction

- 1.1 A complaint is an expression of dissatisfaction about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or by a person or body acting on behalf of the Council.
- 1.2 When members of the public have complaints about the Parish Council; local councils as corporate bodies are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. Therefore, it is recommended for transparency in local government and for the benefit of good administration, that Parish Councils should adopt a formal procedure for considering complaints.
- 1.3 The Council will do its utmost to settle complaints in the interest of the good reputation of the Council. The Council will bear in mind the provisions of the Data Protection Act 1998 as well as the Freedom of Information Act 2000 in dealing with complaints.
- 1.4 The aim of Mancetter Parish Council is to provide a Complaints Procedure which is:
- Easy to use and understand
 - Helpful and receptive
 - Fair and objective
 - Decisive and capable of putting things right where necessary
- 1.5 This procedure will be available from:
- www.mancetterparishcouncil.gov.uk
 - The Monitoring Officer, North Warwickshire Borough Council
 - The Parish Clerk



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2.0 Complainants

- 2.1 Complainants can be members of the public or Councillors.
- 2.2 A complaint must be lodged in writing and sent to the Clerk and/or Chair.
- 2.3 If a written complaint is received by a Councillor it is their duty to notify the Clerk and Chair of the Council within 3 working days.
- 2.4 If the complainant does not wish to put the complaint to the Clerk they should be advised to address the complaint to the Chair of the Council.
- 2.5 The complainant must state that a complaint is being lodged and should provide the following information:
 - 2.5.1 Name, address and telephone number of the complainant.
 - 2.5.2 Details of the complaint about the Council's procedures or administration.
 - 2.5.3 How the issue has affected the complainant.
 - 2.5.4 Copies of any documents or other evidence relevant to the complaint.
 - 2.5.5 Details of third parties and their involvement.
 - 2.5.6 What action the complainant believes will resolve the complaint.

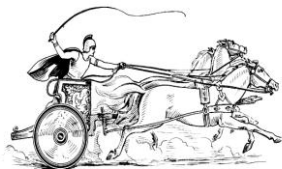
3.0 Confidentiality

- 3.1 Particular care will be taken to maintain confidentiality where circumstances demand, e.g. where matters concern financial or sensitive information or where third parties are concerned.

4.0 Complaints Outside of This Procedure

The following complaints are excluded from this procedure:

- 4.1 **Financial irregularity:** Complaints about financial irregularity should be referred to the Council's auditor, whose name and address can be obtained from the Clerk (local elector's statutory right to object Council's audit of accounts pursuant to Audit Commission Act 1998, section 16).
- 4.2 **Criminal activity:** The Police.



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- 4.3 **Member conduct:** A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the Monitoring Officer or other appointed officer at North Warwickshire Borough Council.
- 4.4 **Employee conduct:** a complaint relating to the Clerk to the Council or other officer must be submitted to the Chair.

5.0 Complaints

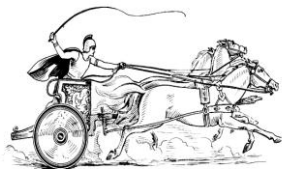
- 5.1 If it is deemed is not appropriate to deal with a complaint from members of the public under the formal complaints procedure. It is hoped that less formal measures or explanations provided to the complainant by the Parish Clerk, Chair and two other councillors will resolve most issues raised by members of the public.
- 5.2 Any complaint dealt with in this way will be brought to the Council by the Chair and recorded in the minutes of the next meeting.

6.0 Complaints to be considered by Mancetter Parish Council

- 6.1 The complainant must put the complaint about the council's procedures or administration in writing to the Parish Clerk or the Chair.
- 6.2 The Parish Clerk will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council.
- 6.3 The complainant will be invited to attend a meeting and to bring with them a representative if they wish.
- 6.4 Seven clear working days prior to the meeting, the complainant will provide the council with copies of any documentation or other evidence relied on. The council will provide the complainant with copies of any documentation upon which they wish to rely at the meeting and will do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

7.0 At the meeting

- 7.1 The council will consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint will be announced at the council meeting in public.
- 7.2 The chair, or the person nominated to chair the meeting, will introduce everyone and explain the procedure.



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- 7.3 The complainant will outline the grounds of the complaint and, thereafter questions may be asked by the Parish Clerk or other nominated officer and members of the council.
- 7.4 The Parish Clerk or other nominated officer will have the opportunity to explain the council's position and questions may be asked by the complainant and then the Council members.
- 7.5 The Parish Clerk or other nominated officer and then the complainant will be offered the opportunity to summarise the position.
- 7.6 The Parish Clerk or other nominated officer and the complainant will be asked to leave the room while council members decide whether or not the grounds of the complaint have been made. If a point of clarification is required, *both* parties will be invited back.
- 7.7 The Parish Clerk or other nominated officer and the complainant will be given the opportunity to wait for the decision, but if it is unlikely to be reached that day they will be advised when the decision is likely to be made and when it is likely to be communicated to them.
- 7.8 When determined, the decision will be confirmed in writing within seven working days, together with any action to be taken.
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8.0 Disorderly Conduct at the Complaints Meeting

- 8.1 No person shall obstruct the transaction of business at a Complaints Meeting or behave offensively or improperly. If this is ignored, the Chair of the meeting shall request such person(s) to moderate or improve their conduct.
- 8.2 If person(s) disregard the request of the Chair of the meeting to moderate or improve their conduct, a Councillor or Chair may move to temporarily suspend the meeting. The motion, if seconded, shall be put to the vote without discussion.
- 8.3 If a resolution made under 9.2 is ignored, the Chair of the meeting may take further reasonable steps to restore order and/or to progress the meeting. This may include closing the meeting.