

## CARSINGTON AND HOPTON PARISH COUNCIL

### COMPLAINTS PROCEDURE

Agreed Minute Number 30/20

1. All complaints against the Parish Council must be communicated in writing.
2. The Complainant will be asked if they want the complaint to be treated confidentially. The Parish Council will comply with the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data. The Complainant will be told who will be involved.
3. The complaints procedure aims to be accessible and well publicised. In most cases the complaint should be addressed to the Clerk, who will send it to the Chairman. Receipt of the complaint will be acknowledged in writing within two weeks. This acknowledgement will specify who is dealing with the complaint, the time frame for investigation, whether there is an opportunity for verbal representations to be made, the time frame for determining the complaint and if there is an opportunity for an appeal.
4. The Clerk will acknowledge receipt of the complaint, confirm if the matter is to be treated confidentially and outline the next steps.
5. The Council investigates the complaint and collates the relevant evidence. It might be appropriate to hold a meeting with the Complainant, with 7 days notice given, who will be asked to provide any new information or evidence relevant to the meeting. Similarly the Clerk will provide copies of the evidence gathered on behalf of the Council.
6. At the meeting the procedure will be made clear. The complainant should outline the grounds for complaint and the Clerk will explain the Council's position. The complainant and the Clerk should summarise their respective positions. The Clerk will advise when a decision is to be made and how it will be communicated.
7. Within the agreed timeframe the Council will write to the complainant to confirm whether or not it has upheld the complaint. Reasons will be given for the decision and details of any action to be taken.
8. If an appeal is allowed then the complainant will be notified of this right.

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