

## **TOKENHAM PARISH COUNCIL COMPLAINTS POLICY**

The Parish Council aims to provide good quality services. This procedure deals with complaints to the Council about its actions, processes and administration.

- 1.** If a complaint is notified orally to a Councillor or Member of staff and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put their complaint in writing to the Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.
- 2.** If the complainant would prefer not to put the complaint to the Clerk, they shall be advised to put it to the Chair.
- 3.** Upon receipt of a written complaint, the Clerk or Chair, as appropriate, shall try to settle the complaint directly with the complainant (except where the complaint is about his/her own actions).
- 4.** Where the Clerk receives a complaint about his/her own actions it shall be referred to the Chair.
- 5.** Where the Chair receives a complaint about his/her own actions it shall be referred to the Council after first notifying the complainant of the manner in which it is intended to attempt to settle the complaint.
- 6.** In any case, where a written complaint is about Conduct of a Councillor, the complainant shall be given contact details of Wiltshire Council's Monitoring Officer.
- 7.** Where, in the opinion of the Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council meeting. The complainant shall be notified of the date on which the complaint would be considered.
- 8.** The Council shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.
- 9.** As soon as practicable after the decision regarding the complaint has been made and the nature of any action to be taken, the complainant shall be informed in writing.
- 10.** The Council's Data Protection Policy can be viewed on our website or by contacting the Clerk.
- 11.** For further information about how Council uses your personal data, including your rights as a data subject, please ask the Clerk for a copy of our Privacy Policy.