



SKERNE & WANSFORD PARISH COUNCIL

COMPLAINTS POLICY

Effective Date:	14th November 2023
Date for Review:	November 2025
Date Reviewed:	

Introduction

A complaint is an expression of dissatisfaction by one or more members of the public about the standard of service provided by the Parish Council or its lack of action, whether that standard of service or lack of action was committed by the council or one of its officers or members.

When councillors accept a position of public office they must sign a declaration which includes an undertaking to adhere to a Code of Conduct. Any complaints regarding the conduct of councillors should be made in writing and addressed to:

Mathew Buckley
Monitoring Officer
East Riding of Yorkshire Council
County Hall
BEVERLEY HU17 9BA

It is not appropriate to deal with some complaints using the council's internal procedure. If criminal activity is suspected the police must be brought in.

If financial irregularity is suspected an elector has the right to object to the council's audit of accounts. For other matters councillors may need to consult the authority's own auditor or the Audit Commission.

Employee misconduct does not come under the complaints procedure; this must be resolved by an internal disciplinary procedure.

A complaint that the council has not released information under the Freedom of Information Act 2000 in the manner that a person requesting believes it should have done, should be addressed under the Parish Councils separate Freedom of Information Complaints Procedure.

Complaints Procedure

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk:
Mrs Maria Cawthorne
River View
Wansford
DRIFFIELDYO25 8NX
2. If the complainant does not wish to put the complaint to the clerk, he or she should be advised to address it to the Chair of the Parish Council.
3. The Clerk shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the council or by the committee established for the purposes of hearing complaints. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way, if the complaint is to be heard at the council meeting.
4. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.
5. Seven clear working days prior to the meeting, the complainant shall provide the council

with copies of any documentation or other evidence relied on. The council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

At the Meeting

1. The council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
2. The Chair of the Parish Council should introduce everyone and explain the procedure.
3. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the clerk and then (ii), members.
4. The Clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.
5. The Clerk and then the complainant should be offered the opportunity to summarise their position.
6. The Clerk and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
7. The Clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

The decision should be confirmed in writing within seven working days together with details of any action to be taken.

The decision of the panel is final and there is no provision to appeal. Should the complainant wish to escalate the complaint, details of the relevant governing body will be supplied.

Individual councillors **DO NOT** have the authority to deal with any complaints made about the Skerne & Wansford Parish Council.

Failure of a complainant to adhere to this procedure will result in the complaint not being heard.