

Tibberton Parish Council

Complaints Policy and Procedure

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Complaints about the Council's Services or Procedures

1. Tibberton Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. We strive to get things right but know we might sometimes get things wrong. If you are dissatisfied with the standard of service you have received from this council or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

3. This complaints procedure does not apply to:

- 3.1 Complaints against councillors.** Complaints against councillors are covered by the Code of Conduct for Members that has been adopted by Tibberton Parish Council. All complaints about a member's behaviour or lack of adherence to the Code of Conduct must be addressed to the Monitoring Officer at Wychavon District Council. If such complaints refer to failure to declare a disclosable pecuniary interest or other allegations of a criminal nature then the complainant is advised to contact the police directly.

Further information on the process of [dealing with complaints against councillors](#) may be obtained from the Monitoring Officer of Wychavon District Council.

- 3.2 Complaints against council staff, or by one council employee against another council employee, or between council employee and the council as the employer.** These matters are properly dealt with under the council's staffing procedures.
- 3.3 Complaints about recent policy or financial decisions taken by the Council or its committees.** The appropriate time for influencing Council decision-making is by raising any concerns **before** the Council debates and votes on a matter. This may be done by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise concerns in the public participation section of Council meetings. Concerns about a council decision may be raised with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary at which time the special process set out in the Standing Orders is followed.

4. Procedure

- 4.1 Complaints about the council's procedures or administration must be addressed to the Clerk, either in person, by phone, by writing to or emailing the Clerk via contact details below.
- 4.2 Wherever possible, the Clerk will try to resolve the complaint immediately. If this is not possible, the Clerk will aim to acknowledge the complaint within five working days.
- 4.3 If preferred, complaints may be directed to the Chairman who will report it to the appropriate council committee or to the Full Council.

4.4 The Clerk or the Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from the complainant and/or from staff or members of the Council.

4.5 The Clerk (or the Chairman) will notify the complainant within 20 working days of the outcome of the investigation with details of the action (if any) the Council proposes to take as a result of the complaint. In exceptional cases the 20-working days' timescale may have to be extended in which case the complainant will be kept informed.

4.6 Should the complainant be dissatisfied with the response to their complaint, they may ask for it to be referred to the full Council, usually within eight weeks, following which written notification will be given of the outcome of the review to the original complaint.

Contacts

Parish Clerk, Tibberton Parish Council

Telephone: 07958 450482

Email: clerk@tibbertonparishcouncil.gov.uk

Other contact details and the name of the Chairman for the current civic year are available on the Parish Council's website: [Tibberton Parish Council – Worcestershire, England](#)

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