

COMPLAINTS POLICY & PROCEDURE

PURPOSE

This policy has been developed to support all employees, members, service users, customers and visitors

POLICY

It is the policy of this Parish Council that all complaints are, in the first instance raised with the appropriate officer. This, in most instances, is the Clerk when the complaint is from an employee regarding an event or otherwise related to their work.

Any complaint from a member of the Parish Council should be raised immediately with the Clerk to the Council.

Any complaint against a member should also be raised with the Clerk and will be referred to the TWC Monitoring Officer.

Any complaint against the Clerk, should be raised immediately with the Chairman of the Council.

A COMPLAINT RAISED BY A MEMBER OF THE PUBLIC WITHIN THE BOUNDARY OF PARISH

If your complaint is against a Parish Councillor, please write to:

The Monitoring Officer
Legal and Democratic Services
Telford & Wrekin Council
Civic Offices,
Telford
TF3 4DL

If your complaint is against the Clerk of the Parish Council, please put this in writing to:

The Chairman of the Parish Council

If you have any other complaint relating to the work of the Parish Council, please contact the Parish Clerk:

Katrina Baker MBE CiLCA

In order for your complaint to be dealt with effectively and in a timely manner, the Code of Practice has been adopted so that you can be assured that your grievance, regardless of the content, will be properly and fully considered. It is hoped that by following this transparent process, the good reputation of the Parish Council will be maintained and you will feel that your issue has been resolved to your satisfaction. This procedure will be followed where complaints cannot be resolved less formally by the Parish Clerk or Chairman.

Any correspondence with the Parish Council will be acknowledged within 5 working days and if an answer is not available, you will receive notification of the process and when you can expect to receive a reply.

Reviewed May 2022,2023,2024,2025

To be reviewed in 2027