

CHALFONT St. PETER PARISH COUNCIL

Council Office, adj. The Community Centre, Gravel Hill, Chalfont St Peter, Bucks, SL9 9QX
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Clerk: Mrs Debbie Evans

Deputy Clerk: Nick Stayt

COMPLAINTS PROCEDURE

The procedure applies where the Parish Council has:

- Done something wrong
- Done something it should not have done
- Failed to do something it should have done
- Behaved unfairly or discourteously
- Not carried out a service to a recognised standard or within an acceptable timescale.

The procedure does not apply where:

- an initial complaint is a necessary part of a request for a service
- the matter is about services offered by a body other than the Parish Council
- separate procedures exist for staff grievances, disciplinary matters, complaints about councillors, financial complaints, and confidential reporting (whistle blowing).

Procedure

- (a) If a complaint is made in person or by telephone then wherever possible these should be resolved on the spot. At this stage the complaint is an informal complaint.
- (b) If unresolved then the complaint should be put in writing (either by e mail or letter). If the complaint is unresolved then it becomes a formal complaint. In some instances, by decision of the Parish Clerk, an emailed complaint may be treated as an informal complaint to be resolved within 7 working days.
- (c) All complaints received in writing or by email should be acknowledged in writing within 7 working days by the person receiving the complaint.
- (d) All formal Complaints should be reported to a Committee, and the acknowledgement letter/email should give a specific timescale as to when that Committee is next meeting, and should be advised that the public may attend the Council meeting and speak during the public session.
- (e) A full response, either in writing or by email depending on the original source of the formal complaint, should be given to the complainant within 7 working days after the Committee meeting.
- (f) Where a complainant is dissatisfied with the outcome of an investigation, then the complaint will be reviewed by full Council, excluding members who attended the original Committee Meeting.

- (g) Where the complaint is about a member's conduct under the code of conduct legislation, the complainant may be referred to the Monitoring Officer at Chiltern District Council .
- (i) Should the Monitoring Officer decide on a verdict of 'guilty' of breaking the code of conduct legislation the Parish Council will agree on an appropriate action to take in relation to the member concerned. Such action may include exclusion from Committee meetings for a given period, and/or a public announcement on the Council's website.
- (j) Where the complaint is about the Council finances, the complainant will be referred to the External Auditor.
- (k) Where the complaint relates to criminal activity allegations, the matter will be referred to the Police.
- (l) Where the matter has financial implications for the Council, the clerk may need to refer the matter to the Council's insurance company.
- (m) Where the matter is about a staff member, the Disciplinary Procedure will take precedence over the remaining steps in the Complaints Procedure.

Records

Due to GDPR regulations personal information will only be kept for the length of your enquiry and then deleted.

Full details on how the Parish Council manages and uses your information can be found on the following link <http://chalfontstpeter-pc.gov.uk/wp-content/uploads/2014/10/Policy-GDPR-Privacy-Notice-May-2018-V2.pdf> .

If the Parish Council need to keep your information for longer than the duration of the enquiry, they will send you a Complaint Privacy Notice <http://chalfontstpeter-pc.gov.uk/wp-content/uploads/2014/10/GDPR-Complaint-Privacy-Notice-May-2018.pdf> asking your permission to keep the personal information, at this point you have the option to allow the Council to keep or to delete your personal information.