

<p>Policy adopted: 12.03.14 Renewed: 05.11.16 Latest review : 09.09.20</p>

Complaints Procedure.

1. Harvington 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. If you are dissatisfied with the standard of service you have received from 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/procedures and may include complaints about **how the Council's employee has dealt** with your concerns.
3. This Complaints Procedure **does not** apply to:
 - 3.1. Complaints between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 - 3.2. Complaints against Councillors are covered by the Code of Conduct for Members revised document submitted by **Wychavon District Council** adopted by the Council on **the 8th June 2022**. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer at Wychavon District Council.
4. If a complaint about procedures or administration is notified orally to a local Councillor or to the Clerk and they cannot satisfy the complainant fully forthwith the complainant shall be asked to put the complaint in writing to the Clerk and the complainant assured that it will be dealt with promptly after receipt.
5. On receipt of a written complaint the Clerk or Chairman, shall (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or Councillor without first notifying the person complained of and giving him/her an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
6. Where the Clerk or Chairman receives a written complaint about his or her own actions s/he shall forthwith refer the complaint to the Council.
7. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
8. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
9. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the council meeting in public.
10. As soon as possible after the decision has been made it and the nature of any action to be taken shall be communicated in writing to the complainant.

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11. A Council shall defer dealing with any written complaint only if it is of the opinion that issues of law or practice arise on which advice is necessary from CALC or other source of legal advice. The complaint shall be dealt with at the next meeting after the advice has been received.

12. The following are excluded from this Complaints Policy:

- a) A request for service
- b) A request for information or an explanation
- c) An insurance claim against the Council
- d) Criticism of Council policy
- e) A matter which is, or may be, the subject of court or tribunal proceedings

13. A summary of complaints received during the year will be included in the Annual Report. **Contact details of the Clerk/Chairman can be found on <https://www.harvington-pc.org.uk> or in the notice boards in the village.**
