



CLANFIELD PARISH COUNCIL COMPLAINTS PROCEDURE ADOPTED ON 12th JANUARY 2021

1. Clanfield Parish Council (CPC) aims to provide services at a satisfactory level 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, 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 CPC's administration and procedures and may include complaints about how CPC's employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. complaints by one CPC employee against another CPC employee, or 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. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council at their meeting held on 17th July 2012 and, if a complaint against a Councillor is received by this council, it will be referred to the Monitoring Officer of East Hampshire District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of East Hampshire District Council.
4. The appropriate time for influencing CPC decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this 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 your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns 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 and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You must do this by writing to or emailing the Clerk with notification if your complaint is to be treated confidentially. The addresses are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your



complaint within five working days. If the Clerk is absent when a complaint is made, the complaint will be dealt with immediately upon the Clerk's return from absence.

7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council. Complaints should be sent to Clanfield Parish Council, 139 North Lane, Clanfield, Waterlooville Hampshire, PO8 0RN marked for the attention of the Chairman of the Council and marked "Addressee Only".
9. Wherever possible, the Chairman will try to resolve the complaint immediately. If this is not possible, the Chairman will normally try to acknowledge the complaint immediately. If the Chairman is absent when a complaint is made, the complaint will be dealt with immediately upon the Chairman's return from absence
10. The Clerk 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.
11. The Clerk or the Chairman will notify the complainant within 20 working days of the outcome of the complaint and of what action, if any, this Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed.)
12. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and usually within eight weeks you will be notified in writing of the outcome of the review of your original complaint.
13. In dealing with complaints CPC and its employees will comply with data protection legislation and CPC's policy thereon.
14. In dealing with complaints CPC and its employees will comply with CPC's Equal Opportunities Policy.

Contact:

The Clerk of Clanfield Parish Council
Council Office
The Clanfield Centre
2 Endal Way
Clanfield
PO8 0YF

Email: clerk@clanfieldpc.org.uk

POLICY REVIEW: 2024