

Broadwas and Cotheridge Parish Council

Complaints Policy.

1. Introduction.

1.1 Broadwas and Cotheridge Parish Council does not consider formal complaints against councillors. These are dealt with in accordance with the Parish Council's adopted Code of Conduct by Malvern Hills District (MHDC) Council's Monitoring Officer.

1.2 All other complaints must be addressed directly to the Parish Clerk and will be dealt with promptly.

1.3 Should the complaint regard the Parish Clerk, it should be addressed directly to the Chairman of Broadwas and Cotheridge Parish Council.

1.4 A fair and courteous response will be given in all cases and a full and proper investigation may be conducted to establish all the pertinent facts of the complaint.

2. Informal Complaints.

2.1 Broadwas and Cotheridge Parish Council will seek to resolve all complaints informally prior to a formal complaint being lodged.

2.2 In the first instance an informal complaint will be made to the Parish Clerk who will liaise with the relevant complainant, members of the Council and officers to seek a resolution.

2.3 Should it not be possible to resolve the complaint informally the complainant may escalate the complaint to a formal complaint.

2.4 Should, in the opinion of the Clerk and the Chairman, the complaint be of a serious nature the complaint shall be escalated to a formal complaint.

2.5 Throughout the process, the Clerk will keep records and logs of informal complaints about staff and Broadwas and Cotheridge Parish Council and any communications and attempts at resolutions.

3. Formal Complaints.

Where possible Broadwas and Cotheridge Parish Council would wish to resolve any complaint informally prior to a formal complaint being lodged.

All formal complaints shall be acknowledged within ten working days and complainants shall be provided with regular updates on the progress of the investigation of ongoing complaints.

3.1 Formal Complaints about Councillors.

Broadwas and Cotheridge Parish Council does not consider formal complaints about its members.

Broadwas and Cotheridge Parish Council

A formal complaint about a Councillor of Broadwas and Cotheridge Parish Council should be addressed to the Monitoring Officer of Malvern Hills District Council who will arrange an investigation of the formal complaint.

The monitoring officer for Malvern Hills District Council is Meesha Patel and you can contact here by telephone on 01684 862316 or email

MEESHA.PATEL@MALVERNHILLS.GOV.UK

Or write to MHDC, The Council House, Avenue Road Malvern, WR14 3AF.

3.2 Formal Complaints about Officers/Employees.

Formal Complaints about an employee of Broadwas and Cotheridge Parish Council should be made in the first instance to the Parish Clerk, setting out the reasons for the complaint and providing any supplementary information to assist the investigation and processed in accordance with Broadwas and Cotheridge Parish Council's Disciplinary Policy.

Formal Complaints about the Parish Clerk must be made in writing to the Chairman of Broadwas and Cotheridge Parish Council, setting out the reasons for the complaint and providing any supplementary information that will assist an investigation.

The complainant will be informed that the complaint will be investigated and at the end of the process will receive a response to the complaint.

3.3 Formal Complaints about Broadwas and Cotheridge Parish Council.

Formal Complaints about the activity or decisions of Broadwas and Cotheridge Parish Council should be addressed directly to the Parish Clerk in writing providing any additional information that will enable the complaint to be investigated.

The Parish Council will only consider complaints about its formal decisions where the complainant provides information or evidence to suggest that Broadwas and Cotheridge Parish Council has erred in its decision making.

The Parish Clerk and the Chairman of Broadwas and Cotheridge Parish Council shall seek to resolve the formal complaint by an explanation of the background to the decision.

Should the complainant be dissatisfied with the response from the Parish Clerk and the Chairman of the Council the formal complaint could be referred to the Full Council where the complainant will be invited to address the meeting.

Records shall be kept detailing all complaints, actions undertaken and the outcome.

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Vexatious Complaints.

A Vexatious complaint is one who persists unreasonably with their complaints, or makes complaints in order to inconvenience the Council rather than to genuinely Resolve an issue. This may include making serial complaints about different issues or continuing to raise the same or similar matters repeatedly.

If such complaints affect the Council's ability to undertake its work and provide its services to others it may alter the way it deals with complaints it believes to be vexatious by not acknowledging or responding to the complaints. Complaints will still be read and a record kept for future reference if needed.

If a complainant is to be classified as vexatious, they shall be informed as such and given a timescale of how long this will remain.

Should a vexatious complainant make a new complaint about separate issues these will be treated on their merits.

Adopted by Council on:

Review date: