

Drayton St Leonard

Complaints Policy

1. The Importance of Complaints

Drayton St. Leonard Parish Council is committed to providing its services efficiently and to as high a standard as possible. We do, however, encourage individuals to bring concerns to our notice so that we may:-

- have the opportunity to resolve issues
- learn from our mistakes so that they may be prevented in future
- review policies and procedures where necessary

2. Definition of a Complaint

A complaint is any expression of dissatisfactions, however made, about the standard of service, actions or lack of action by the Council or its staff which affects the individual or group of residents, businesses or visitors.

We take all complaints very seriously and it will depend on the type of complaint as to how it is handled. There are currently three types of complaint against:

- a) an employee
- b) a Councillor
- c) administration procedures and Freedom of Information

3. Procedure in dealing with the complaint

This policy sets out the procedures for dealing with complaints by members of the public about Drayton St Leonard Parish Council.

- a) The Parish Council will deal with complaints about the Council employees internally as an employment matter. Any complaint about a Council employee should be put in writing to the Chairman of the Council. The matter will then be dealt with internally and appropriate action taken.
- b) All Councillors sign up to the Code of Conduct as part of their declarations of acceptance of office. Complaints about Councillors should be addressed to: Patrick Arran, The Monitoring Officer, South Oxfordshire District Council, Abbey House, Abbey Close, Abingdon, OX14 3JE. Email: monitoringofficer@southandvale.gov.uk or Telephone: 01235 422520.
- c) Complaints about procedures or administration should be discussed with the Parish Clerk who is also the Proper Officer of the Council. Mistakes and misunderstandings are often resolved informally at this stage. However, if the Parish Clerk cannot informally resolve the concern or issue to your satisfaction, please follow the steps detailed below for a formal complaint.
 - i. Put your complaint in writing to the Parish Clerk, detailing the procedure or administration procedure about which you wish to complain. If you do not wish to send the complaint to the Parish Clerk it may be sent to the Chairman.
 - ii. The Parish Clerk or Chairman shall acknowledge the receipt of your complaint and advise you of the date of the meeting when the Council will consider the matter.
 - iii. You will be invited to attend the meeting and may bring with you such representatives as you wish.
 - iv. At least 7 clear days before the meeting, you will need to provide the Council with copies of any documentation or other evidence, which you may wish to refer to at the meeting.

The Council will similarly provide you with copies of any documentation upon which you may wish to rely at the meeting.

- v. The Council shall consider whether the nature of the complaint warrants the exclusion of the public and press from the meeting. Any decisions on a complaint shall be announced at the Council meeting in public.

The following procedure will be followed:-

- i. The Chairman will introduce everyone.
 - ii. The Chairman will explain the procedure.
 - iii. You will be asked to outline the grounds of your complaint.
 - iv. If relevant, the Parish Clerk will explain Drayton St Leonard Parish Council's position.
 - v. Councillors will then have the opportunity to question you and the Parish Clerk.
 - vi. You and the Parish Clerk will then be offered the opportunity of any last words.
 - vii. You and the Parish Clerk will be asked to leave the room whilst the Councillors decide whether or not the grounds for the complaint have been made, (if a point of clarification is necessary, both parties are to be invited back).
 - viii. You and the Parish Clerk return to hear the decision, or to be advised when the decision will be made.
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- d) The decision will be confirmed in writing within seven working days together with details of any action to be taken.
 - e) If you wish to appeal against the decision, you must inform Drayton St Leonard Parish Council, in writing, within 7 working days of the written confirmation of the decision.
 - f) The Parish Clerk will acknowledge receipt of your request for an appeal within 48 hours and advise you when the matter will be re-considered by the Parish Council.
 - g) You will be invited to attend the appeal meeting and may bring with you a maximum of 2 representatives.
 - h) The appeal meeting will follow the same procedure as detailed in (3Civ), providing you with the opportunity to explain your grounds for the appeal.
 - i) After the appeal, Drayton St Leonard Parish Council will confirm its final decision in writing within 7 working days, together with details of any action to be taken.
 - j) If you have exhausted Drayton St Leonard Parish Council's complaints procedure and are not satisfied with the action taken, or believe that you have been unfairly treated, then you can pursue your complaint through the Ombudsman, who provides an independent national service to investigate complaints about councils.

Telephone: 0300 061 0614

Website: www.lgo.org.uk