



COMPLAINTS PROCEDURE FOR USE IN COMPLAINTS AGAINST THE COUNCIL

Adopted by Long Sutton Parish Council on 3 December 2019

The following procedure has been adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred to the Council, or relevant Committee, as appropriate, for consideration.

This procedure does not cover complaints about the conduct of a Member of the Parish Council. Such complaints should be made through the Somerset Council.

- 1 Long Sutton 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 or are unhappy about an action or lack of action by this Council, this document sets out how you may make a complaint and how the Council will deal with it.
- 2 If you wish to complain about a policy decision, the actions, or inactions of this Council as a whole, there are several ways in which you can make your views known to us.
 - 2.1 The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by:
 - speaking or writing to any Councillor
 - writing to the Council in advance of the meeting at which the item is to be discussed
 - raising your concerns in the public participation section of a Council meeting.
 - 2.2 If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders and Legislation prevent the Council from re-opening issues for six months from the date of decision, unless there are exceptional circumstances, as set out in the Council's Standing Orders.
- 3 This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
- 4 The following sets out the appropriate ways in which you can make a complaint:

To complain about the actions or inaction of a Council employee, address your complaint to the Parish Clerk: clerk@longsutton-pc.gov.uk or phone 07561 695671.



To complain about the actions or inaction of the Parish Clerk, address your complaint to the Parish Clerk: clerk@longsutton-pc.gov.uk or to the Chairman of the Parish Council chair@longsutton-pc.gov.uk .

To complain about a Councillor's failure to adhere to the Council's Members Code of conduct, contact Somerset Council's Monitoring Officer. Further details can be found at:

[Somerset Council complaints about a councillor](#)

- 5 This Complaints Procedure does not apply to complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
- 6 You may make your complaint about the Council's procedures or administration in person, by phone, or by writing to or emailing the Parish Clerk.
- 7 Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within five working days.
- 8 If you do not wish to report your complaint to the Parish Clerk, you make your complaint directly to the Chairman of the Council. Contact details are available on the Parish Council area of the Long Sutton Parish Community website.
- 9 Wherever possible, the Chairman will try to resolve your complaint immediately. If this is not possible, the Chairman will normally acknowledge your complaint within five working days, and if necessary, will refer to a full Council meeting.
- 10 The Parish Clerk or the Chairman will investigate each complaint, obtaining further information as necessary from you and or members of the Council.
- 11 The Parish Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the 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, you 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 you will be notified in writing of the outcome of the review of your original complaint (usually within eight weeks).