

Lakenheath Parish Council

Complaints Procedure

The procedures are 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 back to the Council. These procedures do not cover complaints about the conduct of a Member.

- Complaints given orally must be noted in writing and include the name and contact details of the complainant and the nature of the complaint.
- In most cases, it will be appropriate for the complaint to be addressed to the Clerk. If the complaint concerns the Clerk or other nominated officer, it should be sent to the Chair.
- The complaint will be acknowledged within 10 days of receipt.
- On receipt of the written complaint, the Clerk or Chair will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving them an opportunity to comment. Efforts will be made to resolve the complaint at this stage.
- Where a complaint is received about the Clerk's actions, the complaint shall be referred to the Chair. The Clerk will be formally advised of the matter and given an opportunity to comment.
- The Clerk / Chair will report any complaint disposed of by direct action to the next meeting of the Council.
- The Clerk / Chair will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Parish Council orally.
- The Parish Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public but any decision on the complaint will be announced at the Council meeting in public.
- As soon as possible after the decision has been made (not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action taken.

The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.