

Crigglestone Parish Council

Complaints Procedure

- 1.** Crigglestone 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 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 council administration and procedures and may include complaints about how council employees have dealt with your concerns. A complaint against the council that involves a complaint about the conduct of its employees must be handled in accordance with its complaints procedure. If, following the outcome of the complaint, the council decides that there may be a need to take disciplinary action, this should be in accordance with the council's disciplinary procedure.

- 3.** This Complaints Procedure does not apply to:
3.1. 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.
3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 3 July 2012 (amended on 4 September 2012) and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Wakefield Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at Wakefield Council.

- 4.** 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 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 may do this by writing to or emailing the Clerk. The addresses are set out below. You can request that your complaint is dealt with in confidence.

6. Complaints must be made within 12 months of notice of the matters which are subject to the complaint.

7. 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. You will be informed who will deal with your complaint (normally the Clerk).

8. 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 Complaints Committee of the Council.

9. The Clerk or the Complaints Committee of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you, from staff or members of the Council or any other sources deemed relevant. If you wish, you can make verbal representations (and bring a friend when doing so). The investigation will be completed within 10 working days.

10. If you wish to make a verbal complaint, you will be invited to a meeting with the Clerk or other nominated officer or the Complaints Committee. Before the meeting and within the period specified in the procedure, (i) the complainant shall provide the Clerk or nominated officer or Complaints Committee with any new information or other evidence relevant to the complaint and (ii) the Clerk or nominated officer or Complaints Committee shall provide the complainant with new information or evidence relevant to the complaint.

11. If a meeting is held to receive verbal representations, the Clerk or nominated officer or Chairman of the Complaints Committee shall explain how the meeting will proceed. The complainant shall outline the grounds for complaint and, thereafter, questions may be asked by the Clerk or other nominated officer or members of the Committee.

12. The 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.)

13. 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.

Contacts:

Clerk to Crigglestone Parish Council

Address: 104 Field Lane, Upton, Pontefract, West Yorkshire, WF9 1DB

Telephone: 07419 585227

Email: clerk@crigglestonepc.org

Chairman of Crigglestone Parish Council

Address: Village Institute, 36 High Street, Crigglestone, Wakefield, WF4 3EB

Telephone: 07714 465376

Email: Cllr.Denton@crigglestonepc.org

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