

Springfield Parish Council Complaints Procedure



This Procedure sets out how you make a complaint against the council about its operations and procedures and how we will try to resolve it. This Complaints Procedure does not apply to:

- a) A complaint by one council employee against another, or between a council employee and the council as their employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- b) Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council and should be reported to the Monitoring Officer of Chelmsford City Council who will decide if further action is necessary.

How to Complain

- 1 In the first instance you should make your complaint to the Clerk to the Council. If a complaint is made orally to the Clerk and the complaint cannot be settled at that time the complainant shall be asked to submit their complaint in writing and state whether they wish the complaint to be treated confidentially. The Council will safeguard against unlawful disclosure of personal data.
- 2 If the complainant indicates that they do not wish to correspond with the Clerk to the Council they shall be advised to write to the Chairman of the Council, Springfield Parish Centre, St. Augustine's Way, CM1 6GX.
- 3 On receipt of a written complaint the Clerk or Chairman to the Council, as the case may be, shall acknowledge the complaint and try to settle the complaint via written communication with the complainant.
- 4 Acknowledgement of written complaints will be made within three weeks of receipt, at which time the complainant will be advised of the timetable in which the matter will be dealt with.
- 5 The complainant shall be advised whether they are permitted to make a verbal representation about their complaint.
- 6 If the complaint is against a person(s) *that person* shall be afforded the opportunity to respond.
- 7 If a complaint against the Council has been received and disposed of by either the Clerk to the Council or the Chairman this will be reported at the next scheduled meeting of the council.
- 8 If a complaint cannot be resolved by the Chairman or the Clerk the complaint shall be submitted to the next meeting of the Council and the complainant informed of the date upon which their complaint will be discussed.
- 9 The Council shall, at their meeting, consider whether any complaint is to be discussed with the exclusion of the press and public however, the decision of the council shall be made public.
- 10 As soon as practicable after a decision has been reached the complainant will be informed, in writing, of the Council's decision.
- 11 If it appears to the Council, after a complaint has been investigated, that the complainant is making trivial, vexatious, repetitive, or frivolous claims it shall resolve that no further correspondence is to be entered into.

V.2 updated Sept 2015
Server/cttee/F&P/Policies Reviewed Sept 2017 & Sept 2018 & Nov 19
V.3 Reviewed Feb 2021
V.3 Reviewed Feb 2022