

BILBROOK PARISH COUNCIL

Complaints Procedure

The procedure has been approved by the Council of National Association of Local Councils, for handling complaints:

1. If a complaint about procedures or administration is notified orally to a councillor or the Clerk and it is not possible to satisfy the complainant fully forthwith, the complainant shall be asked to put his complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt. Complaint form attached.
2. If a complainant indicates that he or she would prefer not to put the complaint to the Clerk he or she shall be advised to put it to the Chairman.
3. On receipt of a written complaint, the Clerk or Chairman, as the case may be, shall (except where the complaint is about his or her actions) try to settle the complaint directly with the complainant, but shall not do so in respect of a complaint about the behaviour of the Clerk or a councillor without notifying the person complained of and giving him or her an opportunity to comment on how it is intended to attempt to settle the complaint. Where the Clerk or Chairman receives a written complaint about his or her actions, he or she shall forthwith refer the complaint to the Council.
4. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
5. The Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council, and the Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public, but any decision on a complaint shall be announced at the Council meeting in public.
7. As soon as possible after the decision has been made regarding the nature of any action to be taken, it shall be communicated in writing to the complainant.
8. Complaints about the conduct of individual Councillors should be directed at the monitoring officer of South Staffordshire District Council.

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Complaints Form

Please return to Bilbrook Parish Council
Post: Bilbrook Village Hall, Joeys La, Bilbrook WV8 1JL
Email: clerk@bilbrookparishcouncil.gov.uk

Date:

Name:

Address:

Postcode:

Phone number:

Nature of Complaint - please give details of:

1. What do you wish to complain about to the Parish Council?

2. When and where did the situation take place including, if possible, details such as time, day, date and location?

3. The names and, if possible, contact details of any others involved.

4. In your opinion, what action or decision would resolve the matter?

To register a complaint please complete and return this form with any other information you wish to provide to support your complaint to Bilbrook Parish Council.

Please continue your comments on a separate sheet if necessary.