

# Arborfield & Newland Parish Council

## Complaints Procedure

### PREFACE

From time to time members of the public have complaint about the administration or procedures of a Parish, Town, or Community Council. As Councils are not subject to the jurisdiction of the Local Government Ombudsman there is no independent body to which the complainant can turn for an independent formal assessment of the position. For the benefit of good local administration, it is suggested that these Councils should adopt a standard and formal procedure for considering complaints either made by complainants direct or referred back to the council from other bodies to whom they have been made. The Code set out below is recommended as a way of ensuring that complainants can feel satisfied that at the very least their grievance has been properly and fully considered.

Councils are urged to do their utmost to settle complaints and satisfy complainants in the interests of the good reputation of the Council.

If a complaint cannot be settled by the Council, it cannot refer the complaint to any other body for settlement, but a complainant may well try to enlist the services of other bodies and provoke considerable expenditure of time and resources in responding to his or her further pressures.

As a result, Arborfield & Newland Parish Council has adopted the following procedure in handling complaints:

1. Arborfield & Newland 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.
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 19<sup>th</sup> June 2018 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Wokingham Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Wokingham Borough 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

*Adopted:* 19<sup>th</sup> June 2018

*Review Date:* This document shall be reviewed every 4 years to coincide with election year or if legislation changes, whichever is the sooner. The next election year is 2022.

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 in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. 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.
7. 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 Council
8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. 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.)
10. 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**

The Clerk of Arborfield & Newland Parish Council

Address: The Parish Office  
Arborfield Village Hall  
Eversley Road  
Arborfield  
Berkshire  
RG2 9PQ

Telephone: 0118 976 1489

Email: parishclerk@arborfield.org.uk

The Chairman of Arborfield & Newland Parish Council

Marked 'PRIVATE & CONFIDENTIAL'

Address: The Parish Office  
Arborfield Village Hall  
Eversley Road  
Arborfield  
Berkshire  
RG2 9PQ

Telephone: 0118 976 1489

Email: parishclerk@arborfield.org.uk

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