

Complaints Procedure (v1.0)

(Adopted by Council on 14 May 2018)

1. Flax Bourton Parish Council is committed to providing a quality service both for the benefit of the residents of the Parish of Flax Bourton and visitors to the area. If you are disappointed with the standard of service you have received from Flax Bourton Parish Council, or are unhappy about an action, or lack of action, by this council, this Complaints Procedure explains how you can raise your complaint and how Flax Bourton Parish Council will try to rectify the situation.
2. This Complaints Procedure relates to complaints both about council procedure and its management and administration. It may also include complaints about how employees of Flax Bourton Parish Council have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - a) the complaints of one Flax Bourton Parish Council employee against another Flax Bourton Parish Council employee, or between a Flax Bourton Parish Council employee and Flax Bourton Parish Council as the employer. These matters are dealt with under the council's disciplinary and grievance policy.
 - b) complaints against Flax Bourton Parish Council's Councillors. Complaints against Councillors are dealt with through the Code of Conduct for Members adopted by Flax Bourton Parish Council and, if a complaint against a Flax Bourton Parish Council is received by the council, it will be referred to the Standards Committee of North Somerset Council. Further information how complaints against councillors are dealt with can be obtained from the [Monitoring Officer of North Somerset 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 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 Complaints Committee of the Council 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 Complaints Committee of the Parish or to the full Council (as appropriate) and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.
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Contacts

Clerk of Flax Bourton Parish Council:

Telephone: 07763 031435

Email: clerk@flaxbourtonparishcouncil.co.uk

Chair of Flax Bourton Parish Council:

Telephone: 07740 927783

Email: jmossfbpc@gmail.com

This is a non-contractual policy and procedure which will be reviewed from time to time.

Approved at Parish Council Meeting	14 May 2018	Minute Ref	8
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