

Complaints Procedure - Threapwood Parish Council

Adopted 30/03/2016

Threapwood Parish Council strives to provide the best possible public service for its electors and community.

However, if you feel that the council has not fulfilled this promise in anyway including:-

- **Failed to fulfil a duty**
- **Failed to carry out an action in an appropriate way**
- **Acted in an unfair or unreasonable manner**
- **Discriminated against a section of the community**
- **Mismanaged something**

Please get in touch.

The council will take any complaint seriously and work hard to resolve the problem.

Overleaf are a simple set of guidelines to help you make sure your complaint is handled both fairly and effectively.

For more information, please contact the clerk.

Richard Salmon

Clerk to Threapwood Parish Council
0780 3129 477
richard@offroading.net

Richard Salmon
12/02/16

Procedures

1. Tell us about your concern

Write, phone, email, or fax The Clerk Richard Salmon. Full contact details can be found at the bottom of this sheet

Please be as precise as possible about your concern and we shall try to deal with it straight away.

The Clerk may need to look into the matter further before giving you a response and in the majority of cases we shall be able to resolve your concern within 10 working days. If for any reason we are unable to give you an explanation in that time, we shall contact you to let you know the reason why and when you can expect to hear from us.

2. Still not satisfied?

If you are not happy about how the Clerk has dealt with your concern, please address your complaint to the Chairman of the Council.

Wherever possible you should receive a written response to your complaint within 15 working days.

A complaint is taken very seriously. Every effort will be made to ensure that you are satisfied with the result you achieve through this process.

3. Full Council

If the Chairman has been involved but has not been able to provide a satisfactory solution, the full Council can be asked to look at your concern.

A letter to the Chairman is all that is needed. You then have an opportunity to discuss your concern with the full council membership, which will review all the steps taken to date and recommend any further action thought to be necessary.

4. Local Government Ombudsman

You are entitled to contact the Local Government Ombudsman at any stage. However, the Ombudsman will expect you first to have given the Council a chance to deal with your complaint.

The Ombudsman will ask the Council what has been done so far. He/she may feel that every reasonable action has been taken, or may decide to look into the matter further.

Clerk –	:	Richard Salmon		
		8 Market Place	Tel: 0780 3129 477	richard@offroading.net
		Hampton		
		Malpas SY14 8HS		
Chairman –		Mr Steve Chewins		
Ombudsman -		Tel: 024 7669 5999	Website	www.lgo.gov.uk

