

# Hartlebury Parish Council

## Complaints Procedure

The Parish Council is committed to providing a quality service for the benefit of the people who live and/or work in the parish. If you are dissatisfied with the standard of service you have received or are unhappy about an action or lack of action, this Complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This procedure should be used to address complaints about the administration of the council or about its procedures and may include complaints about the way Council employees have dealt with your concerns.

It is not appropriate to deal with all complaints using this procedure. Complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third party procedures. In the event that your complaint does not fall within the scope of this procedure please contact either the Clerk or the Chair of the Council for further advice.

### How to Contact the Parish Council with your Complaint

You can contact the Clerk to advise that you have a complaint by:-

- telephone on 07927 311041
- email to [hartlebury.clerk@hotmail.c.uk](mailto:hartlebury.clerk@hotmail.c.uk)
- writing to Severn Cottage, Titton Farm Lane, Titton, Stourport-on-Severn DY13 9QR

You can contact the Chair of the Council to advise that you have a complaint by:-

- email to [s.hickma.hpc@gmail.com](mailto:s.hickma.hpc@gmail.com)
- writing to Clee View, Old Forge Gardens, Hartlebury DY11 7TA

You will need to provide the following:-

- your name and contact details
- details of your complaint
- details of any prior contact with the Council about the matter
- an indication of the outcome you are seeking.

### What we will do when we hear from you

On receiving your complaint, the Council will investigate the matter fully and will obtain further information as required.

In the first instance your complaint will be investigated by the Clerk. If this is not acceptable or the Clerk does not feel that it is appropriate, your complaint will be investigated by the Chair of the Council.

We may be able to provide an answer straight away. If not, we will try to notify you, by email or in writing, of the outcome of your complaint within 10 days of hearing from you. If we cannot give you a full answer within 10 days we will give you a progress report, explain why we need more time to investigate further and tell you when you can expect a full answer.

If you are dissatisfied with the outcome of the investigation you may ask for your complaint to be referred to the full Council. If procedures permit and the information required by the

Council is available, the complaint will be heard at the next Council meeting. If this is not possible, the complaint will be heard at the following Council meeting.

Where a complaint is referred to the Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed. You will be advised of the Council's decision within 5 days of the meeting.

The decision will be recorded in the minutes of the meeting.