



Wylam Parish Council

Complaints Procedure

Procedure adoption and review history

Adopted at Wylam Parish Council Meeting on	13/04/2015
Next Review due	April 2016

1. Wylam Parish Council ("the 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. For the purposes of this Complaints Procedure, a complaint is defined as *"an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of service, whether the action was taken or the service is provided directly by the Council or by a person or body acting on behalf of the Council."*

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 made 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 9th July 2012 and, if a complaint against a councillor is received by the Council, it will be referred to the Standards Committee of Northumberland County Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Northumberland County Council.

4. The appropriate time for influencing the Council's 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 an 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 6 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 or by telephone, but the complaint should be confirmed either in writing or by email to the Clerk. The addresses and telephone 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 days¹.
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 Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or Members of the Council.

¹ "Working Day" refers to the days the Clerk works in the Institute office. The Clerk's working days are Tuesday and Thursday of each week.

9. The Clerk or the Chairman of the Council will notify you, in writing 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 20 working days timescale may have to be extended. If this is the case, 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 8 weeks, you will be notified in writing of the outcome of the review of your original complaint.

CONTACT DETAILS.

The Clerk to Wylam Parish Council
Wylam Institute,
Church Road,
WYLAM
Northumberland
NE41 8AP.

Telephone: (01661) 852498

Email: wylampc@btinternet.com

The Chairman of Wylam Parish Council:

Anne Francis,
4 Dene Road,
WYLAM
NE41 8EY

Telephone: (01661) 852642

Email: annemfrancis@hotmail.co.uk