

# **CASTLE BROMWICH PARISH COUNCIL**

## **PUBLIC COMPLAINTS PROCEDURE**

### **Introduction**

The complaints procedure should be an integral part of public service organisations. This is because it is through dealing with, and responding to, complaints of poor performance or service delivery/expectations that the council sees its faults and has the opportunity to address them and improve.

### **Procedures**

1. In accordance with Standing Order 78 if a complaint about procedures or administration is notified orally to a Councillor, the complainant shall be asked to put the complaint in writing to the Clerk to the Council, at Arden Hall, Water Orton Road, Castle Bromwich, Solihull B36 9PB.
2. The following procedure will be adopted for dealing with complaints about the Council's administration or procedures. Informal advice is available from the Clerk to the Council.
3. Complaints with regard to room hires shall be referred to the Hall Manager, Arden Hall, Water Orton Road, Castle Bromwich, Solihull B36 9PB.
4. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
5. This procedure does not cover complaints about the conduct of a Member of the Parish Council. The complainant should be advised of the appropriate procedure for complaints in accordance with the Code of Conduct.
6. On receipt of a written complaint, the officer will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her the opportunity to comment. Efforts should be made to resolve the complaint at the stage. As soon as may be, after the decision has been made, it and the nature of any action to be taken, shall be communicated in writing to the complainant.
7. In the event of a complaint for room hire which has not been satisfactorily resolved by the Hall Manager, the hirer shall be advised to write to the Clerk to the Council who may deal with the complaint or may refer it to the appropriate Committee to be considered.
8. The Committee shall consider whether the circumstances surrounding any complaint warrant the matter being discussed in the absence of the press and public (including the complainant, if present), but any decision on a complaint shall be announced at the meeting in public.
9. The officer (or chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the relevant committee or council.
10. The officer (or chairman) will report any complaint that has not been resolved to the next meeting of the relevant committee. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the council orally.

## **CASTLE BROMWICH PARISH COUNCIL**

11. The officer or the council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with after the advice has been received. Sources of appropriate advice may be the National Association of Local Councils, Warwickshire Rural Community Council Village Halls Adviser, the council solicitor and the council insurers.
12. Complaints referring to the personal conduct of an Officer should be put in writing to the Clerk to the Council at the above address. If the complaint refers to the conduct of the Clerk, the complainant should be advised to write to the Chairman of the Staff Panel. The Staffing Panel shall consider any complaint received in accordance with the Council's Disciplinary and Grievance Policy.
13. This procedure will not prejudice the rights of an elector to question the external auditor at the annual audit of accounts or prejudice other statutory rights.

Reviewed July 2009.