

WEST END PARISH COUNCIL

Complaints Procedure

Adopted on 29th October 2014

To be reviewed every 2 years

1. West End Parish 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. 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 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 27th June 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of Surrey Heath Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Surrey Heath Borough 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 the item is on the agenda. 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 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 Council 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 action taken by the parish council regarding your complaint you should contact the Local Government Ombudsman at PO Box 4771, Coventry, CV4 0EH

Contacts

The Clerk of West End Parish Council
The Sports Pavilion
Benner Lane
West End
Woking, Surrey
GU24 9JP

Email: westendparishcouncil@btconnect.com

The Chairman of West End Parish
Cllr Adrian Page
17 Sefton Close
West End
Woking
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GU24 9HT

Reviewed

29th November 2017
