Tanworth in Arden Parish Council Complaints Policy

Date Policy Adopted: 17/10/2024 Date for review: October 2026

This Code of Practice in Handling Complaints was formally adopted by Tanworth in Arden Parish Council. The aim of this code is to ensure that a reasonable, accessible, and transparent process of dealing with complaints is adopted.

Introduction
A complaint is 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 a service, whether the action was taken, or the service provided by the Council itself or a person or body acting on behalf of the Council.

The Council will do its utmost to settle complaints and satisfy complainants that any grievance has been properly and fully considered in the interest of the good reputation of the Council. The Council will adhere to the Data Protection Act 1998 as well as the Freedom of Information Act 2000 when dealing with complaints.

Complainants
Complainants can be members of the public, councillors, or employees of the Council.

Complaints outside this Code
The complaints in the table below are excluded from this code.

Type of conduct	Complain to
Financial Irregularity	Complaints about financial irregularity should be referred to the Council's auditor, whose name and address can be obtained from the Clerk. (Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998).
Criminal activity	Warwickshire Police
Member conduct	A complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the Monitoring Officer at Stratford District Council, contact information detailed at the end of this policy document
Employee conduct	Employees to be dealt with under internal disciplinary procedure.

Procedure

Informal Complaints

All complaints will be deemed to be Informal Complaints unless a written complaint states that it is a Formal Complaint.

A complaint must be received in writing to the Clerk of the Council, by e-mail or letter to any of the contact points detailed at the end of this policy document. Where the complaint relates to the actions of the Parish Clerk personally, the complaint should be addressed directly to the Chairman of the Parish Council. Should a complaint be given to a Councillor, it is their duty to notify the Clerk or Chairman of the Council.

Investigations will be dealt with as quickly as possible and under normal circumstances within 15 working days. The Clerk or Chairman of the Council will speak directly to the complainant and will attempt to settle the complaint and to ensure that the complainant feels satisfied that their grievance has been fully considered, taken seriously and acted upon accordingly.

If the complaint cannot be resolved the formal complaints procedure will be instigated.

Formal Complaints
A Formal Complaint must be lodged in writing and sent to the Clerk. The letter must state that a Formal Complaint is being lodged and should provide the following information:

- Name, address, and telephone number of the complainant.
- The complaint about the Council's procedures or administration.
- How the issue has affected the complainant.
- Copies of any relevant documents or other evidence to which the complainant may wish to refer at the meeting.
- Details of third parties and their involvement.
- What action the complainant believes will resolve the complaint.

All formal complaints will be heard in public at a meeting of the Full Council, unless the Council expressly resolves to exclude the press and public due to the confidential nature of the complaint.

Within seven days of the Council Meeting the Clerk will put the Councils decision in writing to the complainant.

Contact Parish Clerk:
Parish Clerk
Tanworth in Arden Parish Office
R/O Earlswood Village Hall
Shutt Lane
B94 6BZ

office@tanworth-pc.org.uk

Contact Monitoring Officer:
Monitoring Officer
Elizabeth House
Church Street
Stratford-upon-Avon
CV37 6HX

monitoring.officer@stratford-dc.gov.uk