



# Dodderhill Parish Council

## Complaints Policy

**Dodderhill 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, 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 form tells you:

- the type of complaints that can be addressed using this procedure;
- how to contact us with your complaint;
- what information we will ask you to provide;
- what we will do when we hear from you.

### **The type of complaints that can be addressed using this procedure**

This procedure should be used to address complaints about Council administration and 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. For example, complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third party procedures. If your complaint does not fall within the scope of this procedure please contact the Clerk for further advice.

### **The type of complaints that can be addressed using this procedure**

This Complaints Procedure does not apply to:

- 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.
- complaints against councillors. Complaints against councillors are covered by the current Code of Conduct for Members adopted by the Council. If a complaint against a councillor is received by the council, the complainant will be directed to Wychavon District Council further information can be found where a complaints form can be accessed using the following link:

<https://www.wychavon.gov.uk/councillors-democracy-and-elections/councillors/member-conduct-committee>

### **How to contact us with your complaint**

You can contact the Clerk to advise that you have a complaint as follows:

- by telephone on 01527 372548;
- by email to [clerk@dodderhillparishcouncil.co.uk](mailto:clerk@dodderhillparishcouncil.co.uk)
- in writing to Dodderhill Parish Council, C/O Wychbold Village Hall, School Road, Wychbold, Droitwich, Worcestershire, WR9 7PU.

You can contact the Chair of the Council to advise that you have a complaint as follows:

- by email to [a.keane@dodderhillparishcouncil.co.uk](mailto:a.keane@dodderhillparishcouncil.co.uk)
- in writing to Dodderhill Parish Council, C/O Wychbold Village Hall, School Road, Wychbold, Droitwich, Worcestershire, WR9 7PU and marked for the attention of the Chair.

<b>Information we will ask you to provide</b>
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We will ask you to provide the Council with:

- 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.

Please use the Council's Complaint Report Form when making a complaint under this procedure. This form can be downloaded from the Council's website at [www.dodderhillparishcouncil.co.uk](http://www.dodderhillparishcouncil.co.uk) or will be sent to you by the Clerk upon request.

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

On receiving your completed Complaint Report Form 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 or Vice-Chair of the Council. If neither these can investigate, your complaint will be referred to a further council member.

We may be able to give you an answer straight away. If not, we will use our best endeavours to notify you, by email or in writing, of the outcome of your complaint within 10 working days of hearing from you. If we cannot give you a full answer within 10 working 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.

The Council will be notified of your complaint and any conclusion or on-going progress, as part of the Clerk's report at the Council's next meeting.

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.

*Alyson Keane*

Chairman: Alyson Keane (Jun 10, 2021 12:12 GMT+1)  
Cllr A Keane, Dodderhill Parish Council

Jun 10, 2021

Date: .....

Date of next review: June 2024

**Please complete this form when making a complaint to Dodderhill Parish Council under its Complaints Procedure.**

Name	
Address	
Telephone No	
Email address (optional)	

<p>Provide here the details of your complaint (Continue overleaf if necessary)</p>
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Have you spoken to, emailed or written to anyone at the Council about your complaint?	Yes	No
If Yes, provide their name:		
What happened as a result of this contact? (Continue overleaf if necessary)		

What would be the best way for the Council to resolve your complaint? (Continue overleaf if necessary)
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**Please return this completed form either by post to:**

- The Clerk, Dodderhill Parish Council, C/O Wychbold Village Hall, School Road, Wychbold, Droitwich, Worcestershire, WR9 7PU or by email to [clerk@dodderhillparishcouncil.co.uk](mailto:clerk@dodderhillparishcouncil.co.uk)