



Heybridge Parish Council

CODE OF PRACTICE FOR HANDLING COMPLAINTS

1. Heybridge 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 the 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:-
 - i. 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 procedure.
 - ii. Complaints against Councillors. Complaints against councilors are covered by the Code of Conduct for Members adopted by the Council on July 2012 and, if a complaint against a councilor is received by the council, it will be referred to the Standards Committee of Maldon District Council. Further information on the process of dealing with complaints against councilors may be obtained from the Monitoring Officer of Maldon District 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 be 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 you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening the 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, by phone, or 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 Complaints Committee of the Council or to the Council.
8. The Clerk or the Complaints Committee of the Council or 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 response to your complaint, you may ask for your complaint to be referred to the Complaints Committee of the Parish Council or to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts:

The Clerk of Heybridge Parish Council
Address: Plantation Hall, Colchester Road, Heybridge, MALDON CM9 4AL
Telephone: 01621 852471
Email: clerk@heybridgeparishcouncil.gov.uk

The Chairman of Heybridge Parish Council
Address: Plantation Hall, Colchester Road, Heybridge, MALDON CM9 4AL
Telephone: 01621 852471
Email: chairman@heybridgeparishcouncil.gov.uk

Adopted October 2014

Reviewed May 2016