

## **Kemerton Parish Council**

### **Complaint Procedure and Form**

**What constitutes a complaint?** A complaint is an expression of dissatisfaction by one or more members of the public about the parish council's action or lack of action or about the standard of a service delivered by the council. The complaint may relate to an action taken or a service provided by the council itself or a person or body acting on behalf of the council.

**What is a complaints procedure?** The way the council manages any report of a problem with the service you are getting or trying to get from the council, or a problem with things that the council does or doesn't do, is via a complaints procedure.

**What can be expected?** The aims of a complaints procedure are to ensure the process is;

- Well documented and publicised
- Easy to understand and use
- Helpful and receptive, not adversarial
- Objective and based on clear procedures
- Capable of putting things right where necessary
- Sensitive to the needs and circumstances of the complainant
- Adequately resourced and fully supported by the elected parish councillors and officers

**How to complain:** *Written complaint* – to register a written complaint please complete a copy of the council's complaint form below with any other information you wish to provide to support your complaint and then return it to the council's email address

**clerk@kemertonparishcouncil.gov.uk** This should be addressed to the Clerk unless the complaint concerns the Clerk. In this instance the complaint should be sealed and addressed to the Chairman of the council who's name and contact details are on the website

[www.kemertonparishcouncil.gov.uk](http://www.kemertonparishcouncil.gov.uk) and clearly marked "Council Chairman – Private and Confidential". Written complaints should be for matters of a serious nature and once resolved will be recorded in the council's minutes. However certain types of Human Resource or other sensitive issues may under certain parts of legislation be exempt from publication. A written complaint should receive an acknowledgement from the Clerk within 7 working days. The formal response to the written complaint should then be completed within the next 21 working days.

## Kemerton Parish Council Complaint Form

Kemerton Parish Council

Date	
Name	
Address	
Postcode	
Daytime phone number	
Evening phone number	

Nature of Complaint – please give details of:

1. What you wish to complain about to the parish council?	
2. When & where the situation took place including, if possible, details such as time, day, date & location?	
3. The names & if possible contact details of any others involved?	

4. In your opinion, what action or decision would resolve the matter?	
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To register a complaint please complete, sign and return this form with any other information you wish to provide to support your complaint to Brampton Parish Council

Additional Information;	
Signed:	