

WOOLASTON PARISH COUNCIL

COMPLAINTS PROCEDURE

1. Woolaston 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 Policy does NOT apply to:
 - a. Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by Woolaston Parish Council at its meeting on 9 June 2022. If a complaint against a Councillor is received, it will be addressed in line with the councils stated procedure and if necessary, referred to the Monitoring Officer at Forest of Dean District Council. If such complaints refer to failure to declare a disclosable pecuniary interest or other allegations of a criminal nature the CEO will also inform the police if such action is deemed appropriate. Further information on the process of dealing with complaints against Councillors under the Code of Conduct should be obtained directly from the Monitoring Officer.
 - b. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.
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 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 (a) there are exceptional grounds to consider this necessary and (b) the special process set out in Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Parish Clerk.. You may do this in person, by phone, or by writing to or emailing the Parish Clerk (The addresses and numbers are set out below).
6. Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, the Parish Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Parish Clerk. you may make your complaint directly to the Chairman who will report your complaint to the Full Council.

8. The Parish Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

9. The Parish Clerk (or the chairman) 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 full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

11. An anonymous complaint letter will be acknowledged at the next Parish Council meeting and recorded in the minutes. The contents of such letters will not be made public and will be passed on to the appropriate department at FODDC and/or GCC (including Legal Departments) for advice/action/investigation. Individual Parish Councillors who receive anonymous complaint letters will forward them directly to the Clerk, and not share content with any member of the public

Contacts

Parish Clerk Woolaston Parish Council

Telephone: 01594 529053

Email: parish.clerk@woolaston.org.uk

Or

The Chairman

Email: richestf@btintnet.com

Other contact details are available on the Parish Council website www.woolaston.org.uk

Complaints procedure taken from SLCC manual (Revised July 2012)

This policy will be kept up to date as new legislation is introduced. Otherwise date of next review - September 2025