

## **Keyworth Parish Council Complaints Procedure**

### **This policy is intended to:**

- Assist members of the community or visitors to Keyworth who have concerns regarding:
  - services provided by the Parish Council and its staff;
  - upkeep and maintenance of Parish Council premises or facilities;
  - decisions made and policies adopted by the Parish Council;
  - conduct of individual Council members.
- Provide a formal procedure to follow for anyone dissatisfied with the initial response to any issue(s) raised.

### **Service Issues**

The Council and its staff are committed to providing a quality service, but rely on feedback, good or bad, to ensure that standards are being maintained. Anyone wishing to comment on service issues should:

- Contact the relevant member of staff or, if in doubt, the Clerk to the Council.
- Provide their name, address and other contact details\*.

### **Premises & Facilities**

The Council employs a Facilities Manager to oversee the maintenance, administration and improvement of the Village Hall Complex, Wysall Lane Burial Ground, the Rectory Field including Keyworth Activity Park, Nottingham Road Play Area and Platt Lane Skatepark. Anyone wishing to comment on the general upkeep or state of repair of, or having health & safety concerns regarding, these facilities should:

- Contact the Facilities Manager.
- Provide their name, address and other contact details\*.

### **Council Decisions/Policies**

The Council makes decisions and adopts policies in the belief that they will benefit the community as a whole; however, it recognises that not everyone will agree with every decision made. Anyone wishing to comment on decisions made or policies adopted by the Council or one of its committees should:

- Write to the Clerk to the Council.
- Provide their name, address and other contact details\*.

Written comments received by the Clerk to the Council will be included in correspondence for the next meeting of the Council or the relevant committee. **N.B.** The Clerk to the Council, in common with other members of staff, is not a member of the Council, and is accordingly unable to comment on decisions made by the Council. Anyone wishing to query or discuss the rationale for a decision is advised to contact the Chair of the Council or the Chair of the relevant committee.

### **Council Members**

Anyone having concerns regarding the conduct of individual Council members should contact the Council Chair in the first instance or, if their concerns are in respect of the Council Chair, the Council Vice-Chair if they so prefer.

**The Council hopes that, in most cases, concerns raised can be dealt with informally, swiftly and amicably but, for anyone who remains dissatisfied, the following formal complaints procedures apply:**

### **Formal Complaints**

Formal complaints (other than complaints against Council staff or Council members – see below) should:

- Be made in writing to the Clerk to the Council in the first instance.
- Include the name, address and other contact details of the person making the complaint\*.

On receipt of a formal complaint, the Clerk to the Council will:

- Acknowledge by letter or email, normally within five working days.
- Investigate the complaint and, as appropriate:
  - discuss it with the Council Chair or other Council members; &/or
  - include it in correspondence for the next meeting of the Council or an appropriate committee.

Within normally ten working days of the complaint being received by the Clerk to the Council, the complainant will be:

- contacted by the Clerk to the Council, the Council Chair or a nominated Council member with a suggested resolution; or
- informed by the Clerk to the Council of the date, time and location of the meeting at which the complaint will be considered by the Council or an appropriate committee.

If a resolution suggested is acceptable to the complainant, the complaint will be regarded as closed; however, if the complainant remains dissatisfied, the matter will be referred to the Council or an appropriate committee, and the complainant will be informed of the date, time and location of the relevant meeting.

Following a meeting at which a formal complaint has been considered, the Clerk to the Council or, if so authorised, the Council chair or a nominated Council member will write to the complainant, normally within five working days, outlining the Council's, or committee's, response to the complaint.

### **Complaints against Council Staff**

Formal complaints against Council staff should:

- Be made in writing to the Council Chair in the first instance.
- Include the name, address and other contact details of the person making the complaint\*.

A complaint against a member of Council staff could result in disciplinary action or, in cases of gross misconduct, dismissal from the Council's employment. The Council will accordingly not be prepared to enter into any correspondence or discussion with any complainant about any action taken, formally or informally, against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.

### **Complaints against Council Members**

All members of the Council have undertaken to comply with the Parish Council's Code of Conduct, a copy of which can be found on the Council website or obtained from the Council office.

If the matter cannot be resolved informally (see above), anyone wishing to complain regarding an apparent breach of the Code of Conduct by a Council member should write to the Monitoring Officer, Rushcliffe Borough Council, Rushcliffe Arena, Rugby Road, West Bridgford, Nottingham, NG2 7YG, stating how they believe the relevant Council member has failed to comply with the Code of Conduct.

**N.B.** The Monitoring officer will only deal with apparent or alleged breaches of the Code of Conduct.

### **Repeated or Vexatious Complaints**

The Parish Council, whilst recognising that everyone has the right to make a legitimate complaint, reserves the right to disregard complaints which it considers deliberately or unreasonably vexatious or amounting to harassment.

\*The Council will not acknowledge or consider anonymous comments or complaints.

**Parish Council Contact Details**

Postal Address: Village Hall, Elm Avenue, Keyworth, Nottingham, NG12 5AN

Telephone: 0115 9372185

Email:

Clerk to the Council: Michelle Law [michelle@keyworthparishcouncil.org](mailto:michelle@keyworthparishcouncil.org)

Responsible Finance Officer: Emma Tillyard [emma@keyworthparishcouncil.org](mailto:emma@keyworthparishcouncil.org)

Clerical Officer: Helen Bradshaw [bookings@keyworthparishcouncil.org](mailto:bookings@keyworthparishcouncil.org)

Facilities Manager: Steve Mottishaw [steve@keyworthparishcouncil.org](mailto:steve@keyworthparishcouncil.org)

Council Chair: Tamsin Armour [CllrTamsinArmour@keyworthparishcouncil.org](mailto:CllrTamsinArmour@keyworthparishcouncil.org)