

## **TOLLER PORCORUM PARISH COUNCIL**

# **Complaints Procedure**

Date adopted: 11<sup>th</sup> September 2019

Date due for review: May 2020

1. Toller Porcorum 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 the council has dealt with your concerns.

3. This Complaints Procedure does not apply to:

3.1. Complaints about council decisions when such decisions have been reached following informed debate and a properly conducted free vote leading to the decision.

3.2. Complaints by the council employee against the council as employer. These matters are dealt with under the council's grievance procedure.

3.3. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the council. When a complaint against a councillor is received by the council, it may, if not resolved informally, be referred to the Monitoring Officer of Dorset Council.

4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter, or by writing to the Clerk of the Council in advance of the meeting at which the item is to be discussed. 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 there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed. (Subject to amendment of the Standing Orders at the Annual Meeting.)

5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this by writing to or emailing the Clerk. The addresses are set out below.

6. In the first instance, 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 working group of the council elected for this purpose.

8. The Clerk or the council working group 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 normally notify you of the outcome of your complaint and of what action (if any) the council proposes to take as a result of your complaint within 20 working days. If this timescale has to be extended, 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 for a final decision.

### **Contacts**

The Clerk of Toller Porcorum Parish Council

Email: [tollerporcorum@dorset-aptc.gov.uk](mailto:tollerporcorum@dorset-aptc.gov.uk) Website: [www.tollerporcorum.org](http://www.tollerporcorum.org)

The Chairman of Toller Porcorum Parish Council

Address: The Coach House, Kingcombe Road, Toller Porcorum Email: [cactusdave@btinternet.com](mailto:cactusdave@btinternet.com)