

Croxton PARISH COUNCIL

PROCEDURE FOR USE FOR IN COMPLAINTS AGAINST THE COUNCIL

1. All formal complaints against Croxton Parish council should be communicated in writing.
2. The complainant must be asked at the outset to confirm if he or she wants the complaint to be treated confidentially. It is unlikely that the complainant will waive confidentiality but, even if he or she does so, the Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
3. The council's complaints procedure will be available on the Council's web site to be accessible to a potential complainant.
4. The following procedure should be followed:
 - a. Any complaint should be sent in writing to the Clerk at:
26 Arlington Way
Thetford
Norfolk
IP24 2DZ
 - b. Or if the complaint concerns the Clerk, it should be addressed to the Chairman at:
Glebe House
Rushford
Norfolk
IP24 2SF
 - c. Receipt of the complaint will be acknowledged in writing 10 working days.
 - d. The complaint will be investigated by the Clerk or, if the complaint concerns the Clerk, by the Chairman and Vice Chairman.
 - e. The response to a complaint will be made within 1 calendar month
 - f. If the Complainant wishes to make a verbal representation, this will be considered and if agreed, when and where this will take place.
 - g. There is no appeal process although the Complainant may wish to inform the Ward District Councillor to ascertain whether he or she will take the complaint forward.

5. **Verbal Representations** Should the Complainant opt to make verbal representations, the Complainant should be invited to a meeting with the Clerk or Chairman and Vice Chairman if the complaint concerns the Clerk; at this time it will be explained how the meeting will proceed. Before the meeting, which should be called within 1 calendar month, the Complainant shall provide the clerk or Chairman and Vice Chairman, as the case may be, with any new information or other evidence relevant to the complaint at least 5 working days before the scheduled meeting date. The Clerk or Chairman and Vice Chairman (if the complaint concerns the Clerk) will have an opportunity to explain the Council's position and questions may be asked by the Complainant. The Clerk or Chairman and Vice Chairman as the case may be, will then summarise the Council's position and then the Complainant should be offered the same opportunity.
6. The Complainant should be advised when a decision about the complaint is likely to be made and when this is likely to be communicated to them.
7. After the complaint has been decided, the Council should write to the Complainant to confirm whether or not it has upheld the complaint. The Council should give reasons for its decision together with details of any action to be taken by the Council.