

POUNDSTOCK PARISH COUNCIL

CODE OF PRACTICE FOR HANDLING COMPLAINTS

Poundstock Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the Council or one of its members or employees.

To address these issues the Council has adopted a procedure for the handling of complaints.

COMPLAINTS

1. Complaints about the Council, Councillors or its Employees must be submitted in writing by letter or email.
2. The Clerk to the Council will acknowledge receipt of the complaint within three working days and include a copy of this policy.
3. The Clerk will forward all complaints to the Chair of the Parish Council. The Chair may contact the complainant regarding the complaint with a view to acquiring additional information, if available, or to clear up any ambiguity.
4. The complaint will be fully investigated.
5. A detailed written reply will be submitted within 21 working days of the initial acknowledgement. If more time or more information is required the complainant will be notified in writing of this, again within 21 working days of the initial acknowledgement.
6. If the complainant is not satisfied with the reply, then they should contact the Clerk in writing by letter or email stating their reasons and requesting a review of the response. The same procedure as for the initial complaint will be followed. On this occasion the matter will be addressed by the Chair and Vice Chair, or if unavailable at least one other Councillor and one of the above.
7. Following this process, should the complainant still feel that their complaint has not been dealt with appropriately they may, if they wish, refer the Parish Council to the Monitoring Officer at Cornwall County Council:

Mr Simon Mansell
Cornwall Council
Treyew Road
Truro
TR1 3AY

COMPLAINTS ABOUT THE CONDUCT OF A MEMBER OF THE COUNCIL

Parish and Town Councillors sign up to a Code of Conduct on taking office. The Council is unable to investigate complaints about the behaviour of any of its members. If you wish to submit a complaint for breach of this code, you should do so in writing to the Monitoring Officer at Cornwall Council:

Mr Simon Mansell
Cornwall Council
Treyew Road
Truro
TR1 3AY

Further information can be accessed from www.cornwall.gov.uk

HABITUAL AND VEXATIOUS COMPLAINANTS

If a person continues to challenge the Council on procedure or the general operation of the Council on a regular basis then they could be considered a vexatious or nuisance complainant. Although each complaint made will be looked at on its own merits, unless deemed by the Chair to have merit the complaint will be noted but no further action will be taken. The Complainant will be notified of this when a decision of this nature has been taken.

Approved by Poundstock Parish Council 31/05/2022