

# Appleton Wiske Parish Council

## Complaints Policy

The Parish Council complaints policy is designed to give Parish Councillors, staff, external partners and other contacts a means of having complaints dealt with promptly and satisfactorily.

The Parish Council aims to provide an efficient, prompt and courteous service within the limits of its resources. Parish Council recognises that there may be occasions when Councillors, staff, external partners or other contacts feel that the quality or level of service provided has been less than they might reasonably expect.

In such instances:

1. A complaint must be made in writing and must clearly show that it is a formal complaint to be dealt with under this policy, who the complaint is made by and who the sender is.
2. The complaint should be raised with the Clerk as soon as possible in order that appropriate action may be taken. The Clerk will immediately inform the Chair that a complaint has been received.
3. All formal complaints received will be notified to the Chair.
4. If the complaint concerns the Clerk, the complainant will direct their complaint to the Chair.
5. If the complaint is about the Chair, the Clerk will immediately inform the Vice Chair.
6. The person receiving the complaint shall acknowledge receipt of it as soon as possible. E-mail is an acceptable form of receipt.
7. The Clerk and Chair will investigate the circumstances and shall communicate the results of the enquiry and action taken to the instigator of the complaints within twenty working days. Where the complaint concerns the Clerk, the investigation will be carried out by the Chair and the Staffing Committee.
8. If the complainer is dissatisfied with the result, they have the right to have the matter referred to an Appeal Panel as appointed by the Parish Council. The Appeal Panel will make a final decision.
9. All complaints will be dealt with in confidence.
10. The Parish Council also welcomes positive comments and commendations about its work, staff and Councillors. A copy of all written unsolicited positive comments and

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commendations will be passed to the Clerk for recording and may be used in Parish Council publications. In such cases the instigator of the commendation shall not be identified except where their explicit permission has been given.

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| Adopted: September 2025        | Signed:<br><i>K.J. Blackwood</i> |
| To be reviewed September 2027. |                                  |