

St Margaret's at Cliffe Parish Council

Complaint Handling

There may be rare times when you wish to make a complaint about the Council. The procedure for consideration of complaints is set out below:-

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully forthwith, the complainant shall be asked to put the complaint in writing to the Clerk – this will be acknowledged within fourteen working days of receipt.
2. If a complainant prefers not to put the complaint to the Clerk, he or she shall be advised to put it to the Chairman.
3. On receipt of a written complaint, the Clerk or Chairman, as the case may be, shall (except where the complaint is about his or her actions) try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a Councillor without first notifying the person complained of and giving an opportunity for comment on the manner in which it is intended to attempt to settle the complaint.
4. Where the Clerk or Chairman receives a written complaint about his or her own actions he or she shall forthwith refer the complaint to the Council.
5. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Parish Council and the Clerk shall notify the complainant of the date on which the complaint will be considered.
7. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and public but any decision on a complaint shall be announced at the Parish Council meeting in public.
8. As soon as may be after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.
9. The Parish Council shall defer dealing with any written complaint *only* if it is of the opinion that issues of law or practice arise on which advice is necessary from its professional association. The complaint shall be dealt with at the next meeting after the advice has been received.

The nature of any complaint can be about a breach of the Councillors' Code of Conduct or a financial irregularity. Disagreement with a Parish Council decision is not itself a ground for complaint.

Contact details:-

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