

# Wymeswold Parish Council

## Complaints Procedure

Wymeswold Parish Council recognises that from time to time there may 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. This procedure allows people to have a form of address to the Council if they have a complaint or feel they have been unfairly treated in their dealings with the Council staff, Councillors, the Council itself or its Sub-Committees.

Wymeswold Parish Council has decided that to protect all parties involved complaints to the Council must be made in writing to the Parish Clerk.

### **Receipt of Complaints:**

On receipt of a written complaint the Clerk will send a holding letter to the complainant to acknowledge receipt of the complaint and allow time to investigate the matter properly to correctly identify and address the issue/s raised. The Clerk will bring that complaint to the attention of the Chair/Vice Chair. If the complaint is about the behaviour of a member or employee of the Council, the Clerk must also notify that person and offer the opportunity for comment in order to settle the complaint to mutual satisfaction. The Clerk, Chair/Vice Chair shall bring any written complaint to the next meeting of the Council and the Clerk shall notify the complainant of the date of the meeting. The decision on the complaint shall be announced at the Council meeting and the Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken.

### **Complaints Against an Employee of the Council:**

Complaints against an employee must be submitted in writing to the Parish Clerk. However, if the complaint is against the actions of the Clerk, then the written complaint should be submitted to the Chair/Vice Chair of the Council.

If the complaint is made against the actions of any other employee, the Clerk will notify the Chair/Vice Chair of the nature of the complaint. The Clerk will then present the complaint to the Council for consideration at a meeting held in the absence of the press or public. If the complaint is made against the actions of the Clerk, the Chair/Vice Chair will present the complaint to the Council for consideration at a meeting held in the absence of the press or public. The Complainant may be invited to attend part of the meeting to explain the nature of the complaint, in the absence of the public and press. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press. The result of the Council's consideration of a complaint will be announced at a Council meeting in public.

### **Complaints against a Member/Members of the Council:**

Complaints against a member(s) of the Council must be submitted in writing to the Parish Clerk. If the complaint is made against the actions of a member/members of the Council, the Clerk will notify the Chair/Vice Chair of the nature of the complaint. The Clerk will then present the complaint to the Council for consideration at a meeting held in the absence of the press or public. The complainant may be invited to attend part of the meeting to explain

the nature of their complaint, in the absence of the public and press. Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press. The result of any Council consideration of a complaint will be announced at a Council meeting.

Complaints regarding the conduct of a member/members of the Council cannot be considered by the Parish Council and should be directed to the Monitoring Officer of Charnwood Borough Council.

If a member of the public feels that the above procedures are inappropriate, a complaint may be submitted against a member of the Council to the Monitoring Officer of Charnwood Borough Council:

Karen Widdowson  
Monitoring Officer  
Charnwood Borough Council  
Council Offices  
Southfield Road  
Loughborough  
LE12 2TT  
Email: [karen.widdowson@charnwood.gov.uk](mailto:karen.widdowson@charnwood.gov.uk)  
01509 634573

The Wymeswold Parish Council Complaints Procedure Policy was approved at the Wymeswold Parish Council meeting on Monday 4th March 2024.  
Next Policy review date June 2027.