**WILPSHIRE PARISH COUNCIL**

COMPLAINTS PROCEDURE

It remains the position that the Local Government Ombudsman has no jurisdiction over parish, town and community councils. The question therefore arises as to what should happen if complaints are received about administration or procedures?

Wilpshire Parish Council will deal with your complaint professionally and efficiently. Please see below procedures in respect of various categories of complaint:

**EMPLOYEE** - Complaints about an employee of the council (i.e. the clerk) should be dealt with as an employment matter and sent to the Chairman of the Council. The matter will be investigated and a response made within 28 days of the receipt of the complaint outlining what the findings are and what action will be taken.

**COUNCILLOR (S)** Complaints about a councillor are now subject to the jurisdiction of the Standards Board or the Commissioner for Wales. Complainants should be advised to contact the appropriate body directly or the Monitoring Officer for further information. At the time of writing August 2021 The Monitoring Officer for Ribble Valley is the Head of Legal Services, Ribble Valley Borough Council, Council Offices, Church Walk, Clitheroe, BB7 2RA.

**ADMINISTRATION OR PROCEDURE** - Complaints in regards to the procedure or administration of the Council should be addressed to The Clerk, 5 Hollowhead Close, Wilpshire, BB1 9LE or by email to [wilpshireparishcouncil@gmail.com](mailto:wilpshireparishcouncil@gmail.com)

**COMPLAINT FORM** - A complaint form is attached to this document [www.wilpshireparishcouncil.org.uk](http://www.wilpshireparishcouncil.org.uk) or by contacting the Clerk either by email [wilpshireparishcouncil@gmail.com](mailto:wilpshireparishcouncil@gmail.com) e or by writing to The Clerk, 5 Hollowhead Close, Wilpshire .

Your complaint may be dealt with either by letter or by a meeting with the Council – options will be given on the complaint form. If a meeting is opted for it may be that press and public would have to leave the meeting for that item if the nature of the complaint was sensitive. A decision will be forwarded to the complainant following the meeting.

Once the complaint has been received the Clerk will acknowledge it and will give a written response within 28 days of its receipt.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly and the process should be reasonable, accessible and transparent.

WILPSHIRE PARISH COUNCIL

COMPLAINTS FORM

|  |  |  |
| --- | --- | --- |
| NAME |  |  |
| ADDRESS |  |  |
| Preferred .Contact details |  |  |
| PLEASE GIVE AN OUTLINE OF YOUR COMPLAINT?*please continue on a separate page if required:* | | |
| WHAT WOULD DO YOU THINK THE COUNCIL COULD DO TO RECTIFY THE MATTER? | | |
|  | Please tick |  |
| Amend a procedure? |  |  |
| An Apology? |  |  |
| A written explanation of events leading up to the complaint? |  |  |
| Invitation to a meeting to discuss the matter with the Council? |  |  |
| Another solution: please explain below: |  |  |