

EAST KESWICK PARISH COUNCIL

COMPLAINTS POLICY

The East Keswick Parish Council (EKPC) complaints policy is designed to give EKPC Members, external partners and other contacts a means of having complaints dealt with promptly and satisfactorily.

EKPC aims to provide an efficient, prompt and courteous service within the limits of its resources. EKPC recognises that there may be occasions when Members 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 relevant member of staff as soon as possible in order that appropriate action may be taken. The member of staff will immediately inform the Proper Officer that a complaint has been received.
3. All formal complaints received will be notified to the Chair of the Parish Council.
4. If the complaint concerns the Proper Officer, the complainant will direct their complaint to the Chair.
5. The person receiving the complaint shall acknowledge receipt of it as soon as possible. E-mail is an acceptable form of receipt.
6. The Proper Officer and Chairman 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 Proper Officer, the investigation will be carried out by the Chair and Vice-Chair of the Parish Council.
7. 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.
8. All complaints will be dealt with in confidence.
9. EKPC also welcomes positive comments and commendations about its work and staff. A copy of all written unsolicited positive comments and commendations will be passed to the Proper Officer for recording and may be used in EKPC publications. In such cases the instigator of the commendation shall not be identified except where their explicit permission has been given.
10. This policy will be reviewed every two years.