PEMBRIDGE PARISH COUNCIL
Complaints Procedure

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1. Pembridge Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

2. This Complaints Procedure sets out procedures for dealing with complaints about Council administration and procedures.

3. This Complaints Procedure does not apply to:

    3.1. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
    3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 20th May 2015 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Herefordshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Herefordshire Council.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

7. The Clerk or the Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.

8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.

9. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you. The Council may defer dealing with a complaint if it is in the opinion that issues of law or practice arise on which advice is necessary. The complaint will then be dealt with at the next Council meeting

10. If the Clerk or the Chairman of the Council cannot resolve the complaint immediately they will notify you within 30 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the thirty working days timescale may have to be extended. If it is, you will be kept informed.)

11. 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 compliant shall be announced at the Council meeting publically.

12. As soon as may be practicable after the decision has been made, it and the nature of any action to be taken shall be communicated in writing to the complainant.

13. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred the Full Parish Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Pembridge Parish Council
Address: Firbanks, Lyonshall, Kington, HR5 3LN.
Telephone: 01544 340747
Email: clerk@pembridgeparishcouncil.gov.uk

The Chairman of Pembridge Parish Council
Address: Malt House, West Street, Pembridge, HR6 9DX
Telephone: 01544 388638
Email: garfield.evans@gmail.com