



COMPLAINTS POLICY

May 2025

Our Commitment

It is the policy of the Council to encourage residents and partners to provide comment and feedback on any aspect of our work, inclusive of any complaints they may have and that all complaints will be considered and responded to in an effective and efficient manner.

Scope

A complaint is any form of criticism or suggestion in respect of any dissatisfaction to any aspect of a service, activity, programme, procedures, and the general workings of the Council inclusive of Councillors and staff members and falls into two categories:

- Minor complaints that can be handled informally and internally.
- Complaints requiring a formal process to be followed.

Procedure

- Any Councillor or staff may take a complaint from residents and partners, which should be recorded on a complaints form, by the person making the complaint, and provided to the Clerk as a matter of urgency.
- All complaints are monitored, and changes will be made to address the complaint if necessary. Any action to be taken will be recorded on the complaints form.
- The person who made the complaint will receive an initial response within seven working days, and a full response after the consecutive Parish Council meeting.
- The person will be informed if there is any follow-up actions or recommendation for change because of the complaint and how and when these will be implemented. If it is deemed unnecessary to make any change, the person who made the complaint will be informed of the reason why and offered an opportunity to respond.

Monitoring and review

This policy will be monitored periodically by the council to judge its effectiveness and will be updated in accordance with changes in the law.

END

BURNHOPE PARISH COUNCIL
COMPLAINTS FORM

Name:

Address :

Telephone Number

Email address

Details of Complaint :-

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Signature Date

Please return this form to Susan Gettings, Parish Clerk

Email clerk@burnhope-pc.gov.uk