

## **Complaints Procedure**

**Peasmarsh Parish Council** believes a complaints procedure demonstrates that the Council:

- wishes to provide a good service;
- is committed to listen to and act upon residents' views;
- undertakes its business in an open and honest manner;
- wishes to deal with complaints fairly and expeditiously.

The Council believes that complaints and suggestions provide a valuable opportunity for improving its services and performance.

### **What is a Complaint?**

For the purposes of this procedure, a complaint is defined as:

*An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its staff affecting an individual, group or organisation.*

This definition covers most complaints – such as:

- dissatisfaction with the administration of policy and decisions;
- delays in responding to service requests;
- failure to achieve standards of service;
- failure to fulfil statutory responsibilities;
- employees' behaviour or attitude.

### **Complaints about Members of Peasmarsh Parish Council**

All Councillors have signed an undertaking that they will observe the Council's Code of Conduct. The Code – which is the Model Code of Conduct for Members approved by Parliament – specifies a Councillor's obligations. Alleged breaches of the Code should be made to Rother District Council Standards Committee. Further information is available from the District Council website.

### **Complaints against an Employee of Peasmarsh Parish Council**

This type of complaint would normally be dealt with as an employment matter and pursued, as necessary, in the light of the Council's disciplinary procedure. The complainant should be advised accordingly that the matter is being dealt with internally and that appropriate action will be taken as appropriate. Details of that action will be communicated to the complainant.

### **Complaints about the Council's Procedures or Administration**

Most complaints, whether oral or in writing, will be reviewed by the Clerk whose responsibility it is to investigate, as necessary, and respond as quickly as possible. In general the Council would expect a written copy of any oral complaints. In normal circumstances a response should be sent within 10 working days. Where this is not possible an interim response should be sent giving an indication of when a full reply can be expected. If a complainant is dissatisfied with the full response, this fact should be drawn to the attention of the Chairman of the Council. In consultation with other Members, as necessary, and after obtaining any further relevant information, the Chairman will issue a further response. Arbitration will be conducted by the Chairman or Vice-Chairman of the Council depending on the nature of the complaint.

### **Complaints about Services Provided by Other Public Organisations**

Given that most public services in Peasmarsh are provided by either Rother District Council or East Sussex County Council – and that the division of responsibilities between public bodies can often be confusing – Peasmarsh Parish Council will advise and, if appropriate, assist those wishing to pursue complaints against other public organisations providing services in the Parish.

Signed: David Pankhurst

Date: 6<sup>th</sup> September 2016