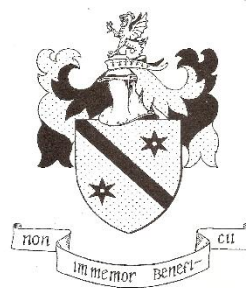


Weeley Parish Council



Complaints Procedure

(Adopted March 2025)

Weeley Parish Council is committed to providing a quality service for residents and members of the public who live, work and visit the parish. If you are dissatisfied with the council or a person or body acting on behalf of the Council, this complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint in a timely, structured and courteous manner.

How to make a complaint

In the first instance contact the Clerk to the Council, (contact details below) and ask them to investigate for you or explain the actions of the Council. The Clerk will liaise with the Chairman (or the Vice Chairman if the complaint is against the Chairman) in an attempt to find an amicable solution. If your complaint is about the Clerk please contact the Chair (contact details on the Parish Website <https://weeleyparishcouncil.gov.uk/our-councillors/>). At this stage the Council will attempt to find an amicable resolution to all queries or complaints.

All formal complaints must be received in writing (please use the attached complaints form along with an accompanying letter) and made within one month's notice of the matters which are subject to the complaint. At the outset, you must confirm if you would like the complaint to be treated confidentially. The Council will comply with its obligations under the Data Protection Act 2018 to safeguard against unlawful disclosure of personal data.

Complaints should be sent to:

The Parish Clerk
Weeley Parish Council
c/o Weeley Village Hall,
Old Clacton Road,
Weeley,
Clacton-On-Sea
CO16 9LW

Or email to: clerk@weeleyparishcouncil.gov.uk

AT THIS STAGE PLEASE NOTE - If the complaint is against an individual councillor and you consider that the actions of that Councillor are so serious as to have breached the Council's Code of Conduct THEN YOU MUST contact Tendring District Council's Monitoring Officer (The Monitoring Officer, Tendring District Council Corporate Services, Town Hall, Station Road Clacton-on-Sea, Essex CO15 1SE / standards@tendringcd.gov.uk) as this Council have

no jurisdiction on such matters and are unable to issue sanctions relating to the behaviour of individual councillors

On Receipt of the complaint

The Clerk shall acknowledge the complaint in writing within five working days of receipt and inform the complainant of the non-formal and formal options stated below. This will also include contact details of who will be the dealing with the complaint.

Investigation of the complaint

The Council will investigate the facts of the complaint and collate relevant information. A Complaints Committee will be formed from members of the Parish Council.

The complainant may be invited to attend a meeting where they could make a verbal contribution (and bring along representation of their choice). The meeting will be confidential and closed to the public and members of the press.

Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence regarding the complaint.

The Council shall provide the complainant with copies of any documentation they will present within five working days of the meeting.

Meeting with the complainant (if applicable)

The Chair should introduce everyone and explain how the meeting will proceed.

The complainant should outline the grounds for their complaint and answer any questions from the Complaints Committee.

The Clerk or if the complaint concerns him/her, the Complaint Committee will have the opportunity to explain the Council's position and questions may be asked by the complainant.

The Clerk, the Complaints Committee and the complainant will be offered the opportunity to summarise their respective positions.

The Clerk or Chair will notify the complainant when a decision about the complaint is likely to be made.

After the complaint has been decided

The complainant will be notified in writing within seven working days of the meeting of whether it has upheld the complaint. The Council will give reasons for its decision together with details of any action to be taken by the Council if this is appropriate.

Stephen Gunter / **Parish Clerk**

Complaints Form – Weeley Parish Council

Name:

Address:

Telephone Number:

Email Address:

What do you consider the basis of your complaint to be?:

How has this affected you?:

What actions would you like the council to take?:

Who have you spoken to about this complaint and when? (Include any references):

Signed:

Dated:

To be signed by the complainant