

# Arthington Parish Council

## Complaints Policy

### 1. Introduction

Arthington Parish Council is committed to providing high-quality services to its residents. We value feedback and aim to resolve complaints promptly, fairly, and transparently. This policy outlines the procedure for handling complaints about the Council's administration, services, or conduct of its members or employees.

### 2. Scope of the Policy

This policy applies to complaints regarding:

- The Council's procedures or administration.
- Actions or decisions made by the Council.
- Conduct of Council members or employees.

It does not cover:

- Complaints about individual councillors (handled under the Code of Conduct).
- Matters subject to legal proceedings.
- Employee grievances (handled under the Council's grievance policy).

### 3. Informal Complaints

We encourage residents to raise concerns informally with the Clerk or relevant Council member. Many issues can be resolved quickly without the need for a formal process.

### 4. Formal Complaints Procedure

#### Step 1: Submission of Complaint

- Complaints must be submitted in writing to the Clerk.
- If the complaint involves the Clerk, it should be addressed to the Chair of the Council.
- Include details of the complaint, relevant dates, and any supporting evidence.

#### Step 2: Acknowledgment

- The complaint will be acknowledged in writing within 7 working days.

#### Step 3: Investigation

- The Council will investigate the complaint thoroughly.
- The complainant may be invited to a meeting to discuss the issue.

#### Step 4: Resolution

- A written response will be provided within 20 working days of the investigation's conclusion.

- If the complainant is dissatisfied, they may request a review by the full Council.

## **5. Confidentiality**

All complaints will be handled confidentially, respecting the privacy of all parties involved.

## **6. Review and Monitoring**

The Council will review complaints annually to identify trends and improve services.

Adopted by Arthington Parish Council at the meeting held 13<sup>th</sup> January 2026