

## **Mottisfont Parish Council**

### **Complaints Policy for Local Residents and Interested Parties**

The following Complaints Policy has been created based on the framework suggested by the National Association of Local Councils. This policy is intended to assist local residents and interested parties to deal with complaints against actions of Councillors, the Council's staff or its administration.

Mottisfont Parish Council will not acknowledge or consider, under any circumstances, complaints that are submitted anonymously.

Mottisfont Parish Council aims to operate in a way that is open, transparent and fair and to provide efficient and appropriate services to the community of Mottisfont. The Council welcomes feedback from residents at all times.

#### **Informal procedure for handling complaints**

In the event that the Council does not satisfy a local resident or a member of the public they may complain to the Council either in person, by telephone, letter or email. The Parish Clerk will try to resolve the complaint informally within 10 working days. It is hoped that most complaints can be resolved quickly and amicably through this route.

#### **Formal procedure for handling complaints**

If the complainant is not satisfied by the informal actions taken, he or she will be asked to submit a formal complaint which should be directed to the Parish Clerk or Chairman of the Parish Council as appropriate. The documented complaint should cover as much detail as possible and enclose any relevant supporting documentation including an explanation as to why any informal actions proposed by the Council are considered to be unsatisfactory.

The Clerk or Chairman of the Parish Council will acknowledge receipt of the complaint, in writing, within 10 working days.

The Clerk or Chairman of the Parish Council will then carry out a formal investigation/review of the complaint and will endeavour within 15 working days of receipt to provide the complainant with an update on progress, or a suggested resolution. If the complainant is satisfied with the resolution the complaint will be considered closed.

If the Clerk or Chairman of the Parish Council is unable to resolve the complaint, or the complainant is not satisfied with the proposed resolution then the complainant should be asked to submit a formal request in writing to the Parish Clerk requesting that the complaint should be reviewed by the full Parish Council. The review will be scheduled for the next monthly Parish Council meeting following a period of two weeks from when the request is submitted. The written request should confirm what issues remain unresolved. If after one month no such request is received the complaint will be closed.

#### **Review of Complaint by full Parish Council**

##### **Before the Meeting:**

1. On receipt of a request for a review by the full Parish Council the Parish Clerk will advise the complainant of the date and time of the Parish Council meeting and invite the complainant to attend the meeting and to bring with them a representative if they so wish.
2. The Parish Clerk will also advise the complainant as to whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way on the Parish Council's agenda.
3. Seven clear working days prior to the meeting, the complainant shall provide to the Parish Clerk confirmation of which documentation or other evidence, already submitted to the Parish Clerk/ Chairman, they will rely on at the meeting and shall provide copies of any additional documentation or evidence that they wish to be put before the Council. In response the Council shall provide the complainant with copies of any documentation upon which they wish

to rely at the meeting and shall do so promptly, allowing the complainant the opportunity to read the material in good time for the meeting.

#### **At the Meeting:**

4. The Council shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on the complaint shall be announced at the meeting in public.
5. The Chairman of the Council will introduce everyone and explain the procedure
6. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by members of the Council.
7. The Clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii) councillors.
8. The Clerk and then the complainant should be offered the opportunity to summarise their position.
9. The Clerk and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.
10. The Clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.

#### **After the Meeting:**

The Council's decision should be confirmed to the complainant in writing within seven working days together with details of any action to be taken. At this point the complaint will be considered closed.

#### **Reporting of formal complaints received to full Parish Council**

The Parish Clerk will report to the Council at the monthly Council meeting the summary details of all formal complaints received and a brief summary of their resolution or closure. This summary report will exclude the names of the complainants and any Council staff involved.

#### **Repeated or Vexatious Complaints**

A small percentage of complaints may be persistent or complain in a way that appears to be obsessive, harassing or repetitious. This will require a disproportionate amount of resource and can sometimes act in a manner that it unacceptably stressful for Councillors and staff.

Whilst everyone has the right to make a legitimate complaint, they are not entitled to do so in a way that is unreasonable or which has the effect of intimidation or harassment.

A vexatious or persistent complaint can be characterised in a number of ways:

1. Actions which are obsessive, persistent, harassing, prolific, repetitious
2. Insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
3. Insistence upon pursuing meritorious complaints in an unreasonable manner.

A complainant can only be considered vexatious once a decision has been passed to that effect by resolution of the Parish Council giving the reason and scope. This will be confirmed in writing to the complainant.

#### **Non-Contractual Policy**

This policy is not contractual and may be amended as NALC best practice recommends. This policy is intended to explain how Mottisfont Parish Council intends to meet its obligations with regards handling complaints and followed unless directed by the Chairman, or there is a substantial reason or reasons, to do otherwise.