

Yaxham Parish Council

Complaints Procedure

1. Yaxham Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council or are unhappy about an action or lack of action by this council, this Complaints Policy sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Policy applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Policy does not apply to:
 - a. Complaints by one council employee against another council employee. Or between a council employee and the council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - b. Complaints against a councillor. Complaints against councillors are covered but the Code of Conduct for Members adopted by the council on 10th July 2014 and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Breckland Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at Breckland Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on the matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with the Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special processes set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or email the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, your complaint will be acknowledged within 72 hours.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of Yaxham Parish Council who will report your complaint to the Council.

8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be kept informed).
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and, usually within eight weeks, you will be notified in writing of the outcome of the review of your original complaint.

The Clerk of Yaxham Parish Council

Address: 19 Willow Close
Brundall
Norfolk NR13 5PZ
Telephone: 01603 712943
Email: yaxhamparishclerk@gmail.com

The Chairman of Yaxham Parish Council

Address: Pinebanks
Station Road
Yaxham
Norfolk NR19 1RB
Telephone: 01362 690290
Email: peterlowings@btconnect.com

Adopted 31st May 2018