

G I G G L E S W I C K P A R I S H C O U N C I L

COMPLAINTS POLICY

Adopted by the Council on 10th October 2023

1. Introduction

Giggleswick Parish Council recognises that from time to time there may be concerns expressed by members of the public over the activities of the Council or one of its Members or employees. The Council is committed to providing a quality service to residents of the parish and to anyone who deals with the Parish Council. It is committed to conducting its business in a fair and equitable manner and the aim of this policy is to ensure that all complaints are investigated promptly, in an impartial manner and to find a solution which is satisfactory to both the complainant and the Council. This procedure allows members of the public to have a form of address to the Council if they feel they have a complaint, or have been unfairly treated in their dealings with the Council, its Members or its staff.

a. Definition of a Complaint

A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service provided by the Council itself or a person or body acting on behalf of the Council.

It will not be possible for the Council to deal with all complaints from members of the public under this procedure.

b. Complaints against the Council

Complaints against the Council can be made verbally or written by email, via the Council's website or by post. The Clerk shall be notified of any complaints and bring any complaint to a meeting of the Council. The complainant shall be notified of the date of the meeting and shall be offered the opportunity to explain the nature of the Council's action or lack of action at the meeting. The Council shall discuss the complaint in public and the general outcomes of any Council consideration of the complaint will be announced at the Council meeting in public.

The Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council to the complainant.

c. Complaints Against an Officer or an employee of the Council

Any complaint against the Clerk must be submitted in writing to the Chair of the Council. Any complaint against an employee of the Council must be submitted in writing to the Clerk.

If the complaint is made against the actions of the Clerk, it will be considered as an employment issue and the Chair will present the complaint to Full Council for consideration at a meeting held in the absence of the press or public.

If the complaint is made against the actions of an employee, it will be considered as an employment issue and the Clerk will present the complaint to Full Council for consideration at a meeting held in the absence of the press or public.

Anonymous complaints will be disregarded.

The complainant may be invited to attend part of the meeting to explain the nature of their complaint in the absence of the press and public.

Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.

The general outcomes of any Council consideration of a complaint will be announced at the Council meeting in public.

d. Complaints Against a Member of the Council

The Council is unable to investigate complaints against any of its Members. Parish Councillors sign up to a Code of Conduct on taking office which adheres to the principles of public life.

If the Council receives a complaint against a Member of the Council the Clerk will present the complaint to Full Council for consideration at a meeting and, after consultation with the Chair, consider whether the complaint warrants discussion at the Council meeting in the absence of the press and public with the decision communicated in public. The outcome of the Council's consideration of a complaint will be to communicate in writing to the complainant to submit the complaint, in writing, to the North Yorkshire Monitoring Officer.

If you wish to submit a complaint for breach of Members' Code of Conduct, you should do so to Mr Barry Khan at:

Monitoring Officer
North Yorkshire Council
County Hall
Northallerton
North Yorkshire
DL7 8AD

Email: MonitoringOfficer@northyorks.gov.uk

e. Contacts

The Parish Council's email address is: parishclerk8@gmail.com

The Parish Council's website is: www.giggleswickparishcouncil.co.uk

The Parish Council's postal address is that of the Clerk's home address:

Mrs Marijke Hill
Clerk and Responsible Financial Officer
4 Penny Green
Settle
BD24 9BT

The Clerk's home telephone number is: 01729 823723

The Clerk will endeavour to reply to your complaint within 2 working days.

The Parish Council's Chair is: Councillor Martin Saunders

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