



OLD WUGHTON PARISH COUNCIL COMPLAINTS POLICY & FORM

A complaint is defined by the Local Government Ombudsman as: “ an expression of dissatisfaction by one or more members of the public about the Council’s actions, or lack of action or about the standard of a service, whether the action was taken or service provided by the Council itself or a person or body acting on behalf of the Council” . If you feel your complaint falls into this category please print off the form below and complete. For a hard copy please email the clerk jvischer@oldwoughton.org.uk

This procedure does not cover complaints about the conduct of a Member of the Parish Council. These should be made to Milton Keynes Council.

NAME AND SURNAME :

ADDRESS:

TELEPHONE:

MOBILE:

EMAIL:

PLEASE GIVE DETAILS OF THE COMPLAINT

HAVE YOU COMPLAINED ABOUT THIS BEFORE

If yes please supply details/dates:

Any further comments you wish to share with us?



Complaint taken by

HISTORY ATTACHED?

Service

Member/officer behaviour

Finance

Contract

PROCEDURE

Step 1: Accessed and categorised

Step 2: Passed to appropriate person or committee within 3 days

Step 3: Acknowledgement sent to complainant within 5 days

Step 4: Meeting set up to discuss complaint.

RESOLVED ACTION AGREED

Completed:

Published apology

Refer to Milton Keynes Council

Refer to LGO

Refer to Audit Commission

Compensation

Refer to legal

OLD WUGHTON PARISH COUNCIL COMPLAINT FORM

1. The following procedure has been adopted for dealing with complaints about the Council's administration or its procedures.
2. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
3. Complaints about a decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration after the statutory requirement of 6 (six) months.
4. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
5. The complainant will be asked to put the complaint in writing to the Clerk to the Council: by letter: Old Woughton Parish Council, PO BOX 7575, MK11 9GR by Email: jvischer@oldwoughton.org.uk or Standard form Via website:
6. The complaint will be dealt with within 31 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
7. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair of the Council.
 - a. On receipt of a written complaint, the Clerk to the Council (except where the complainant is about their actions) or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving them an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
 - b. Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he/she shall refer the complaint to the Chair of Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.

8. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.

9. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.

REVIEW HISTORY

Version 1	Adopted	20/08/12
Version 2	Adopted	10/04/15
Version 3	Adopted	13/07/20