



## Old Woughton Parish Council Complaints Policy

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**Reviewed and adopted November 2025**

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### Definition of a Complaint

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 by a person or body acting on behalf of the Council.”*

If your concern falls within this definition, please complete the complaints form (available on our website) or submit your complaint in writing to the Parish Clerk at [clerk@oldwoughton.org.uk](mailto:clerk@oldwoughton.org.uk). Hard copies of the form can be provided upon request.

### Scope of this Procedure

1. This policy covers complaints about the Council’s procedures, administration, or services.
2. It does not cover complaints about the conduct of individual Parish Councillors. These must be referred to the Monitoring Officer at Milton Keynes City Council.

### Complaints Procedure

1. Complaints may be made verbally or in writing to the Clerk or to any Councillor.
2. A written record will be made of all verbal complaints, including the complainant’s name, contact details, and nature of the complaint.
3. Complaints can be submitted:
  - By email: [clerk@oldwoughton.org.uk](mailto:clerk@oldwoughton.org.uk)
  - By post: Old Woughton Parish Council, PO BOX 6548, Milton Keynes, MK10 1AB
  - Online: Via the standard complaint form on our website
4. Whist complaints are best handled in writing; the Council will not automatically reject a complaint simply because it is not written down.

## Handling the Complaint

1. Complaints about Council Procedures or Administration:
  - The Clerk will acknowledge the complaint and aim to resolve it within 31 days.
  - If the complaint involves a member of staff, that person will be given an opportunity to comment before a resolution is proposed.
  - If the complaint is made about the Clerk or the RFO, the matter will be referred to the Chair of the Council.
2. Complaints about Council Decisions:
  - Complaints about policy decisions will be referred to the full Council or relevant committee for reconsideration.
  - Complaints about a specific Council decision will only be reviewed after six months from the original decision, in line with statutory requirements.

## Escalation and Resolution

1. Informal Resolution:
  - Where possible, the Clerk (or Chair, if the complaint relates to the Clerk or RFO) will attempt to resolve the matter directly with the complainant.
2. Reporting to the Council:
  - Any complaint that is resolved informally will be reported to the next full Council meeting for record.
  - If a complaint cannot be resolved informally, it will be placed on the agenda for the next suitable Council meeting.
    - The complainant will be notified of the date and invited to attend and explain the issue in person, if they wish.
    - The individual subject to the complaint (if applicable) will also be given an opportunity to respond.

## After the Council Meeting

1. The Council will consider the complaint and decide on any appropriate action.
2. The decision of the Council will be confirmed to the complainant in writing within 7 working days of the meeting.

## Review History

August 2012	New policy adopted
April 2015	No changes
July 2020	No changes
November 2025	Minor changes