



COMPLAINTS POLICY/PROCEDURES

Reviewed March 2021. Reviewed May 2022; May 2024. Next review date May 2025.

The Highwood Parish Council Complaints Procedure relates to complaints about the administration of the Council or about its procedures in accordance with the Localism Act 2011.

Highwood Parish Council is committed to providing a quality service for the benefit of the residents who live or work in its area. If you are dissatisfied with the standard of service you have received from the Council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

Complaints against Councillors are covered by the Code of Conduct for Members and should be made to the Monitoring officer at Chelmsford City Council

Procedure

1. 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 emailing the Clerk. The addresses and numbers are set out below.
2. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within ten working days.
3. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
4. The Clerk of the Council will investigate each complaint, obtaining further information as necessary
5. The Clerk or the Chairman of the Council 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.

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.

This Complaints Procedure **does not apply** to:

Complaints that relate to a Council employee and the Council as employer. These matters are dealt with under the Council's Disciplinary and Grievance procedures.

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