

TILNEY ST LAWRENCE PARISH COUNCIL

COMPLAINTS POLICY

The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Dissatisfaction may be expressed concerning Council's action, lack of action or standard of service, whether the action/service was undertaken by the Parish Council or a person or organisation acting on behalf of the Council. Complaints about a policy decision made by the Council will be referred to the Council for consideration.

This procedure does not cover complaints about any member of the Parish Council who has allegedly failed to comply with Council's [code of conduct](#). Any such complaints should be directed to: Legal Services, Borough Council of King's Lynn & West Norfolk, King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX. A Borough Council complaint form for this purpose can be downloaded via the following link:

https://www.west-norfolk.gov.uk/downloads/download/38/complaints_against_councillors_form

1. The complainant will be asked to put the complaint in writing (letter/e-mail) addressed to: The Clerk Cornwall Lodge, 1 Church Road, Wiggshall St Mary the Virgin, Kings Lynn. PE34 3EH E-mail: clerk@tslclerk.org
2. Receipt of the complaint will be acknowledged advising that every effort will be made for the complaint will be dealt with within 28 days of receipt. The complainant will be asked if they wish the complaint to be treated confidentially. Even if confidentiality is waived, the Council will still comply with its obligations under the Data Protection Act 2018 relating to unlawful disclosure of personal data.
3. If the complainant prefers not to put the complaint to the clerk, for example if the matter relates to the clerk, they should write to the Chairman of Council. Contact detail can be found on the Council's website: <https://tilneystlawrencepc.norfolkparishes.gov.uk/councillors/>
4. On receipt of a written complaint, the clerk or chairman will seek to settle the complaint on an informal basis directly with the complainant. This will not be done without first notifying any person complained about and giving them the opportunity to comment.
5. The clerk or chairman will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
6. The clerk or chairman 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 (or appropriate committee) verbally. The complainant will be provided with a full explanation of how the meeting will proceed. The complainant may be accompanied by a relative or friend to provide support during the meeting.
7. The Council will consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public. (See note 2. above)
8. The Council may consider whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
9. As soon as possible after the decision has been made (and in any event not later than 7 days after the meeting) the complainant will be notified in writing of the decision, the reasoning behind the decision and any action to be taken.
10. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.
11. The Parish Council's decision is final, there is no appeal process.