



Complaints Policy and Procedure

Introduction

Appledore Parish Council is committed to providing good service and values feedback. The council endeavours to undertake its business in an open and honest manner. Any complaints will be dealt with fairly and as expediently as possible. As part of the council's commitment to listen to and act upon residents' views, any complaints and suggestions received will be considered as part of the process of improving services.

How we deal with any complaints

All complaints, whether verbal or written (letter or email) should be addressed to the parish clerk, who will at least acknowledge the complaint within 5 working days.

Initially, most complaints can be dealt with quickly and satisfactorily by the Parish Clerk, who will advise how the issue is being resolved.

If the complaint has not been satisfactorily resolved in a reasonable time, the next step is to lodge a written complaint addressed to the Chair of the Council at the council's address.

The chairman will write to you, within 5 working days, confirming receipt of your complaint and advising what further steps will be taken.

In the event that the issue still remains unresolved, you may wish to contact your Borough Councillor and/or County Councillor (contact details are available from the parish clerk). You will also be advised if there are any other avenues available with regard to the specific complaint.

Complaints against members of Appledore Parish Council

All councillors have undertaken to observe the council's Code of Conduct. The Code of Conduct specifies councillor's obligations. Alleged breaches should be reported to Ashford Borough Council's Monitoring Officer, whose contact details may be obtained from the parish clerk. The Monitoring Officer will notify the parish clerk of any complaints received.

Complaints against members of staff (including the parish clerk)

Complaints should be addressed to the Chair of the Council at the Council's Address. Any complaints will usually be dealt with as an employment matter and pursued following the council's disciplinary procedure. Complainants will be advised in writing of the outcome. No time scale can be set for finalising such a complaint because the council

must follow employment procedures. However, the complainant will be kept informed at reasonable intervals.

Complaints about services provided by other Local Government Bodies

Should a complaint be received about a service provided by other local government bodies, in order to assist, the parish clerk will advise the complainant of whom to contact about the issue.