



# BURNHAM MARKET PARISH COUNCIL

## COMPLAINTS POLICY

### HOW WE DEAL WITH COMPLAINTS:

If you have a complaint about the Council, we would like to hear from you. This document tells you how to complain and what happens to your complaint upon receipt. It also tells you who deals with the complaint, how you can be represented, when a decision is made and how you will be notified of this.

Feedback from our residents, whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

### We aim:

- To make it easy for anyone to make a complaint
- To solve problems as quickly as possible
- To prevent problems from happening again
- To encourage good practice

### How to contact us with your complaint

You may contact the Council by telephone, in writing or by email. A form is attached to this document for you to complete and return. This document explains the procedure which will be followed once your complaint has been received. A list of contact details is also included in this document.

### Exceptions

Please see the table below which details examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case, we will advise you of this.

<b>Type of conduct</b>	<b>Refer to</b>
Financial irregularity	Local elector's statutory right to object Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission
Criminal activity	The Police
Member conduct	In England if the complaint relates to a failure to comply with the Code of Conduct, this must be submitted to the standards committee of the relevant principal authority).
Employee conduct	Internal disciplinary procedure

Approved at 17<sup>th</sup> August 2020 Meeting

Contact Details Updated 18<sup>th</sup> December 2020 / August 2022 / January 2024

What we will do when we hear from you:

We will deal with any comments about the Council as quickly as possible. We will investigate the complaint fully. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 5 working days of us hearing from you and either give you a full answer or give you a progress report and explain why we need more time to investigate further. We will also tell you when you can expect a full answer. Your complaint will, in the first instance be investigated by an officer of the Council i.e., the Clerk. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council.

When a complaint is received it will,

- Be logged and acknowledged by the Clerk
- The Clerk will determine the urgency of the complaint
- The Clerk will try to resolve your complaint immediately if possible
- Two councillors will be appointed to support the Clerk in the investigation
- Placed on appropriate Agenda for Council deliberation and decision
- Passed to the relevant authority if not within the remit of the Parish Council and advise the complainant accordingly
- If a complaint is made against the Clerk, this will be passed to the Chair to investigate along with two other councillors
- Take care to maintain confidentiality where circumstances demand i.e., financial, sensitive information or third parties

What happens next:

You will be notified within 20 working days or sooner of the outcome of your complaint. In exceptional circumstances this may be reasonably extended.

We will,

- Try to sort out the problem
- Endeavour to ensure they do not recur
- Learn from the experience
- Improve on services

If the complaint is found to be upheld and justified, we will,

- Give a written apology
- Take corrective action

**Contacts:**

The Clerk of Burnham Market Parish Council

Name: Mrs. Caroline Boyden

Address: C/o 2 Abbeyfields, Abbey Road, Great Massingham PE32 2JE

Email: parishclerk@burnhammarketparishcouncil.gov.uk      Mobile: 07437 529179

The Chair of Burnham Market Parish Council

Name: Mr. Dennis Clark

Address: Woodcroft, Herrings Lane, Burnham Market, PE31 8DW

Email: clrclark@burnhammarketparishcouncil.gov.uk

Approved at 17<sup>th</sup> August 2020 Meeting

Contact Details Updated 18<sup>th</sup> December 2020 / August 2022 / January 2024

**BURNHAM MARKET PARISH COUNCIL  
COMPLAINT**

<b>Personal Information</b>	
Title:	Telephone Number:
Name:	Email:
Address:	
How would you like to be contacted? (Please tick) <b>Email</b> <b>Telephone</b> <b>Letter</b>	

<b>Complaint Information</b>	
Complaint Date:	
Complaint taken by:	
Complaint Details (Please continue on another sheet if necessary):	
What steps should be considered to avoid a repeat of the problem	
Signature (of person completing form):	
Date:	