

EIGHT ASH GREEN PARISH COUNCIL

Chairman Councillor John Jardine
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COMPLAINTS PROCEDURE

This procedure applies when a complaint has been made about the administration of the Council which cannot be resolved informally by the Clerk or the Chairperson.

The procedure does not apply to complaints about staff (these are an employment matter) or to complaints about Councillors (which should be addressed to the Monitoring Officer at Colchester Borough Council).

A 'complaint' is an expression of dissatisfaction received by the Council whether justified or not.

The Complaints Committee

The Council has established a committee of three councillors and the Clerk to deal with complaints. This avoids the need for full Council having to assemble and also makes the process less daunting for a complainant who attends a hearing in person

The Complaints Process

1. The person making the complaint should write to the Clerk or the Chairperson with details of their complaint.
2. Within ten working days of receipt, the recipient will acknowledge the complaint in writing and inform the complainant when the complaints committee will consider their complaint.
3. At least ten clear working days before the meeting of the complaints committee, the complainant shall provide the Council with copies of any documentation or other evidence they may wish the complaints committee to consider.
4. After the complaints committee have met they will confirm their decision or an update on the situation in writing to the complainant within seven working days.

Appeals Procedure

If the complainant remains unhappy with the decision made by the complaints committee, they should write to the Chairman or Vice-Chairman within ten working days of receiving the response from the complaints committee. The Chairman or Vice-Chairman will then review the whole situation and will issue a final decision.