

**CUDDINGTON PARISH COUNCIL COMPLAINTS PROCEDURE**  
(including complaints about services now devolved to the Parish Council)

**Informal complaint**

It is hoped that most complaints can be resolved quickly and amicably via this route.

Informal complaints can be made by:

- Emailing the Parish Clerk at [venetia.davies@talktalk.net](mailto:venetia.davies@talktalk.net) or
- Telephoning the Parish Clerk on 07717 834606

Complaints should be made through the Parish Clerk rather than through individual councillors who are not in a position to resolve complaints.

It is expected that most complaints can be resolved using this route. However, the Council appreciates that, if an informal approach has not resolved the complaint or the complaint is of a serious nature, the formal complaint procedure should be used.

**Formal complaint**

The Parish Clerk is responsible for managing the formal complaints procedure. If a formal complaint is being made against the Clerk, this procedure should be followed but the complaint should be made to the Chairman (or in his/her absence, the Vice-Chairman) instead of the clerk.

A formal complaint must be submitted in writing or by email. As much detail as necessary should be given. The Clerk will acknowledge receipt of the complaint within three working days. The Clerk will carry out an initial investigation and, within ten working days, will provide the complainant with an update or a suggested resolution. If the complainant is satisfied with the resolution, the complaint will be closed. The Clerk will report the complaint to the Council. The complaint be recorded in the next Council meeting minutes but the details of the complainant will not be recorded.

Where the complaint cannot be resolved in this way, it will be included as an agenda item for the next Parish Council meeting where it will be considered and, if possible, a decision made.

If more information or more time is required because of the complexity of the complaint or information cannot be gathered in time for the next meeting, the complainant will be notified. All supporting information from the complainant must be provided to the Clerk at least ten working days before the meeting.

The complainant will be advised of the date of the meeting at which the complaint will be discussed. The complainant is welcome to attend and will have the opportunity of speaking.

**DOCUMENT: COMPLAINTS PROCEDURE**

**ORIGINATED BY:** Cllr Lorraine Stevens and Venetia Davies, Clerk

This Complaints procedure was agreed by the Council on 13<sup>th</sup> June 2016 (Item 11) and will be reviewed again in twelve months.

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**www.cuddingtonvillage.com**

The Parish Council will decide whether the complaint warrants the exclusion of the public and press while the matter is being considered. However, the content and result of the complaint will be included in the public minutes of the meeting although the name of the complainant will not be disclosed unless he/she instructs otherwise.

If a complaint cannot be decided at that Parish Council meeting, the complainant will be kept informed of the Parish Council's actions and any progress that has been made.

The Clerk or the Chairman of the Council will notify the complainant within twenty working days of the outcome of the complaint and what action (if any) the Council proposes to take.

While Cuddington Parish Council will do its utmost to settle complaints and satisfy complainants, its decision is final.

**Complaints against Councillors**

This policy does not cover complaints against individual councillors. A complaint against a Parish Councillor, in relation to Code of Conduct matter, should be addressed to:

Ifty Ali  
Monitoring Officer  
Aylesbury Vale District Council  
The Gateway  
Gatehouse Road  
Aylesbury  
HP19 8FF  
Telephone: 01296 585858, Extension: 5032

A form is available at: <http://democracy.aylesburyvaledc.gov.uk/mgCllrComplaints.aspx>

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