

## **Houghton and Wyton Parish Council**

### **Complaints Procedure**

**Adopted on 19 September 2012**

1. Houghton and Wyton Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
  - 3.2. Complaints against councillors. The Code of Conduct for Members adopted by the Council on (insert date) covers complaints against councillors. If the council receives a complaint against a councillor, it will be referred to the Standards Committee of Huntingdonshire District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Huntingdonshire District Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary. The process set out in the Standing Orders must be followed.
5. You may make your complaint about the council's procedures or administration to the Parish Clerk. You may do this in person, by phone, or by writing to or emailing the Parish Clerk. If you do not wish to report your complaint to the Parish Clerk, you may make your complaint directly to the Chairman of the Parish Council who will report your complaint to the full Parish Council. The addresses and numbers are set out below.
6. Wherever possible, the Parish Clerk or the Parish Council Chairman will try to resolve your complaint immediately. If this is not possible, the Parish Clerk or

Parish Council Chairman will ask you to put your complaint in writing, if you have not already done so, and will bring it to the next meeting of the Parish Council. The Parish Clerk will notify you of the date on which the complaint will be considered. You will be offered an opportunity to explain the complaint orally. The Parish Clerk will ensure the complaint is shown as a specific item on the agenda.

7. The Clerk or the Chairman of the Council will notify you within 20 working days of the full Parish Council meeting of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended e.g. If specialist or professional advice is required. If it is, you will be kept informed.)

### **Contacts**

#### **The Clerk of Houghton and Wyton Parish Council**

Address: 46 St Margarets Road  
Wyton  
Huntingdon  
PE28 2AN

Telephone: 01480 467209

Email: [clerk@houghtonwytonpc.org.uk](mailto:clerk@houghtonwytonpc.org.uk)

#### **The Chairman of Houghton and Wyton Parish Council**

Address: 53 Home Farm Road  
Houghton  
Huntingdon

Telephone: 01480 494018

Email: [l.craig@houghtonwytonpc.org.uk](mailto:l.craig@houghtonwytonpc.org.uk)