

## TUTBURY PARISH COUNCIL

---

### COMMENTS & COMPLAINTS PROCEDURE

#### 1. Introduction

Tutbury Parish Council takes the views of local people seriously and need to be aware when there is dissatisfaction in the services which the Council delivers. Complaints shall be dealt with by the Complaints Committee which will consists of 5 Members as elected at the Annual Meeting of the Council and will be convened as and when necessary.

In addition, an Appeals Committee will be elected when necessary and will consist of 4\* of the remaining Members of the Council, in the instance that there is an appeal made against the Complaints Committee's decision.

Tutbury Parish Council has 11 Council members.

The outcome of a complaint will assist the Council in reviewing and where necessary changing the way services are delivered.

#### 2. Definitions

The following list is a guide to the range of complaints which are covered by this Complaints Policy:

- a. Failure to provide a service or to achieve an acceptable standard.
- b. Issues regarding the attitude of staff and or their actions, or lack of actions.
- c. Dissatisfaction with the manner in which council policy and procedure has been carried out.
- d. Discrimination.

The following are excluded from this Complaints Policy:

- a. A request for service
- b. A request for information or an explanation
- c. An insurance claim against the Council
- d. Criticism of Council policy
- e. A matter which is, or may be, the subject of court or tribunal proceedings

Complaints about individuals are a separate matter and will be dealt with as an employment issue and complaints about a Councillor should be made to the Monitoring Officer at East Staffordshire Borough Council. E-mail: [monitoring.officer@eaststaffsbc.gov.uk](mailto:monitoring.officer@eaststaffsbc.gov.uk)

Complaints against policy decisions made by the Council shall be referred back to the full Council.

### **3. How to make a Complaint**

There are three stages to the council's complaints procedure:

- **Stage One**

Upon receipt of a complaint the full council will confirm that the complaint meets the criteria as listed above for a complaint to be considered.

- **Stage Two**

- a. All complaints should be made using the official form as attached to this document and will be acknowledged by the Parish Clerk within 15 working days of receiving the form.
- b. The Complaints Committee will be convened as soon as practicable to discuss each complaint and will respond within 20 working days of the meeting.
- c. If the response is not accepted by the then, an appeal can be made to the Appeals Committee which is made up of 4 Members of the Parish Council and which leads to Stage 3.

- **Stage Three**

- a. The Parish Clerk will acknowledge receipt of the appeal within fifteen working days of receipt.
- b. The Appeals Committee will investigate and respond within twenty working days of their meeting.
- c. This will be the final decision and the case will be closed.

### **4. Vexatious/Repetitive Complaints**

The Council may choose to give a decision on a complaint, without a formal investigation, where it considers the complaint to be deliberately vexatious or repetitive.

Tutbury Parish Council  
**COMMENTS AND COMPLAINT FORM**

**YOUR CONTACT DETAILS**

**Name**

**Address Postcode**

**Telephone No.**

**E-mail address**

**DETAILS OF YOUR COMMENT OR COMPLAINT**

**Which service are you contacting us about?**

**Which of the criteria as shown is your complaint about?**

- a. Failure to provide a service or to achieve an acceptable standard.
- b. Issues regarding the attitude of staff and or their actions, or lack of actions.
- c. Dissatisfaction with the manner in which council policy and procedure has been carried out. d.  
Discrimination.

**What is your comment or complaint?**

**Please provide details, and where applicable dates and times of an incident/  
(If necessary, continue on an additional sheet)**

Signed

Date

---

Official Use Only:

Date Received

Acknowledged by and date

Date last Ratified/Approved	Version Number	Revision/Amendment Made	New Review date
15 <sup>th</sup> May 2023	1	SLCC template 2012	May 2023