

**ROLLESTON ON DOVE PARISH COUNCIL  
CODE OF PRACTICE FOR HANDLING COMPLAINTS**

**1. PURPOSE AND SCOPE**

- 1.1. Rolleston on Dove Parish Council (“RPC”) aims to provide services at a satisfactory level. If you are dissatisfied with the standard of service you have received from RPC or are unhappy about an action or lack of action by RPC, this Complaints Procedure sets out how you may complain and how we shall try to resolve your complaint.
- 1.2. This Complaints Procedure applies to complaints about RPC administration and procedures and may include complaints about how RPC employees have dealt with your concerns.
- 1.3. This Complaints Procedure applies to complaints made against RPC’s employees but does not apply to:
  - 1.3.1. complaints by one RPC employee against another RPC employee, or between a RPC employee and the RPC as employer. These matters are dealt with under RPC’s disciplinary and grievance procedures
  - 1.3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 11 February 2019 and, if a complaint against a councillor is received by RPC, it will be referred to the Monitoring Officer of East Staffordshire Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of East Staffordshire Borough Council.
- 1.4. The appropriate time for influencing RPC decision-making is by raising your concerns before RPC debates and votes on a matter. You may do this by writing to RPC 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 Forum section of Council meetings. If you are unhappy with a RPC decision, you may raise your concerns with RPC, but Standing Orders prevent RPC from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

**2. KEY PRINCIPLES**

- 2.1. RPC 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.
- 2.2. In dealing with complaints RPC and its employees will comply with data protection legislation and RPC’s policy thereon.
- 2.3. In dealing with complaints RPC and its employees will comply with RPC’s Equal Opportunities Policy.

**3. PROCEDURE**

- 3.1. You may make your complaint about RPC’s procedures or administration to the Clerk. All formal complaints against RPC must be communicated in writing (which includes by email)

and must state whether the complainant wishes their complaint to be treated confidentially. Complaints should be sent to Rolleston on Dove Parish Council, c/o 32 Hillcrest Rise, Burntwood WS7 4SH A marked for the attention of the Parish Clerk.

- 3.2. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint immediately. If the Clerk is absent when a complaint is made, the complaint will be dealt with immediately upon the Clerk's return from absence.
- 3.3. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of RPC ("the Chairman") who will report your complaint to the Council. Complaints should be sent to Rolleston on Dove Parish Council, c/o 32 Hillcrest Rise, Burntwood WS7 4SH marked for the attention of the Chairman of the Council and marked "Addressee Only".
- 3.4. Wherever possible, the Chairman will try to resolve the complaint immediately. If this is not possible, the Chairman will normally try to acknowledge the complaint immediately. If the Chairman is absent when a complaint is made, the complaint will be dealt with immediately upon the Chairman's return from absence.
- 3.5. The Clerk or the Chairman as appropriate will investigate each complaint, obtaining further information as necessary from the complainant and / or from staff or members of the Council.
- 3.6. The Clerk or the Chairman will notify the complainant within twenty working days of the outcome of the complaint and of what action, if any, RPC proposes to take as a result of the complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed in writing.)

#### **4. APPEALS**

- 4.1. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Council and usually within 8 weeks you will be notified in writing of the outcome of the review of your original complaint.

#### **5. REVIEWS**

- 5.1. This policy will be reviewed three years from the date of adoption by RPC.

Adopted: 08 April 2019

Reviewed: 11 April 2022

Next review date: April 2025