

## **THERFIELD PARISH COUNCIL**

### **Public Complaints Process Policy**

#### **1. Introduction**

This policy is aimed at helping Therfield Parish Council deal with complaints in ways which are demonstrably consistent, fair, are best practice and comply with legislation. It is an important and visible sign that the council listens to and values the Public's feedback.

#### **2. Definition of a complaint**

A complaint is any expression of dissatisfaction with our services or those for which we are responsible, (this includes some provided under contract to the Council), that requires a response. There is no difference between a "formal" and an "informal" complaint. Both are expressions of dissatisfaction that require a response.

#### **3. Who can complain?**

Anyone can make a complaint if they believe that the Council has:

- done something it should not have done,
- failed to do something it should have done,
- provided a poor standard of service.

The following are not considered as part of the complaints process, but should be taken up directly with the relevant service provider (such as North Herts District Council) :

- passing information to a service provider for a specific problem or request, for example to report a faulty streetlight or a missed bin collection.
- where there is an appeals process in place and a decision has been properly formed and given to the complainant following that process, despite being not the decision the individual had hoped for.

Complaints which are unclear or very general may be difficult to investigate and we may ask that more information be provided by the complainant to help us understand the issue.

#### 4. Process of making a complaint to Therfield Parish Council

<b>Step one</b>	<p>Please outline your complaint clearly and precisely to the Clerk of Therfield Parish Council.</p> <p><a href="mailto:Therfieldclerk2@gmail.com">Therfieldclerk2@gmail.com</a></p>
<b>Step two</b>	<p>The Clerk will speak directly with the Council regarding the complaint.</p> <ul style="list-style-type: none"><li>• If the complaint involves a councillor then the Chairman will be advised first.</li><li>• If the complaint involves the Chairman then the vice Chairman will be advised first.</li><li>• If the complaint is about the Council's/a Councillor's code of conduct and the member of the public wishes to bypass the Council's complaints process, please contact North Herts District Council's Monitoring Officer (see below).</li></ul>
<b>Step three</b>	<p>The Council will consider the complaint and respond within 10 working days with at least an acknowledgement . The Council will respond with what they consider is a satisfactory resolution that is within their power to make within a reasonable period which will vary according to the nature of the complaint.</p>
<b>Step Four</b>	<p>If the complainant is not satisfied with the response, then the complaint should be sent to the Monitoring Officer at North Herts District Council.</p> <p><a href="mailto:Monitoring.officer@northherts.gov.uk">Monitoring.officer@northherts.gov.uk</a></p>

#### 5. Making a complaint to North Herts District Council

North Herts District Council Complaints Handling Procedure for matters relating to the Councillors' Code of Conduct can be found [here](#)

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