



Compliments and Complaints Procedure

V3.0

Clerk: Michelle Curtis

Address: PO Box 13205, Maldon, Essex CM9 9FU

Telephone: 01621 869039. **Email:** clerk@tollesburyparishcouncil.gov.uk



Compliments and Complaints Procedure

The Parish Council is committed to providing a high quality service to Tollesbury residents. If something has gone right the Council will be delighted to hear from you but if something has gone wrong and you are not satisfied with the service you have received, please let us know. Your views are very important to us in helping to achieve and maintain the highest possible standards. The Compliments and Complaints procedure assists in this.

We would ask that you contact us either via email (clerk@tollesburyparishcouncil.gov.uk) or by letter to the address at the end of this document.

When contacting us, we will need your name, address, telephone number and email address to avoid any delay in dealing with the matters you are bringing to our attention.

The Council views the use of the procedure as an efficient way of dealing with contact from the public about the Council's procedures or administration and as a means of preserving the good reputation of the Council through a transparent process.

Compliments - We will pass on any compliments to the person(s) concerned and report this to the Parish Council

General Feedback - We will pass on all comments to the relevant person, team or committee. If you have indicated you require a response we will confirm receipt of your feedback and report on any action taken.

Complaints

1. Tollesbury 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 the employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 16th August 2022 and, if a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Maldon District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Maldon 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 and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. 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 within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
8. The Clerk will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days 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



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twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Tollesbury Parish Council

Address: PO Box 13205
Maldon
Essex CM9 9FU

Telephone: 01621 869039

Email: clerk@tollesburyparishcouncil.gov.uk

The Chairman of Tollesbury Parish Council

Address: 16 North Road
Tollesbury
Essex CM9 8RQ

Telephone: 01621 869302

Email: cllr.simon.plater@tollesburyparishcouncil.gov.uk

Version	Details of Changes	Date	Approver
V1.0	Adopted		TPC
V2.0	Revised new version in line with SLCC template	16/06/2020	TPC
V2.0	Reviewed – no changes	04/05/2021	TPC
V2.0	Reviewed – no changes	03/05/2022	TPC
V3.0	Revised – item 3.2	16/05/2023	TPC
	Next Review – May 2024		