

TOLLESBURY PARISH COUNCIL

FEEDBACK, COMPLIMENTS AND COMPLAINTS POLICY V6.0

Introduction

The Parish Council is committed to providing a high-quality service to Tollesbury residents. The Council is most happy to accept commendations if you are pleased with the services offered. The Council is equally keen to be informed if you notice areas where services have not fulfilled expectations.

Your views are very important to us in helping to achieve and maintain the highest possible standards. The Feedback, Compliments, and Complaints procedure assists in this.

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 transparently the good reputation of the Council.

When using the procedure please select one of these categories:

- **Feedback** – a suggestion, a comment, a minor criticism, an idea, a proposed amendment to a policy, an edit to the website or a plan you are putting forward for consideration. Feedback will be received with pleasure and the details will be acted on by the Parish Clerk, while a summary will be shared with all Parish Councillors.
- **Compliment** – an expression of praise or gratitude about an individual, a team, a service, a policy, or a matter about which you wish to offer a positive and supportive comment. Compliments are warmly welcome and will be shared with those being praised, and all Parish Councillors will be informed.
- **Complaint** - serious dissatisfaction with an aspect of the work, procedures, policies or responsibilities of Tollesbury Parish Council that you believe to be of the highest importance, needing detailed attention and formal resolution. This is a time-consuming process and will be handled formally by the Chairman of the Parish Council and a sub-group of Parish Councillors, often including the Finance & Policy Committee. See 'Complaints Procedure' below for details of the process.

Contact us either via email clerk@tollesburyparishcouncil.gov.uk or by letter to the address at the end of this document, clearly stating which category you have selected, leaving your name, address, telephone number and email address to avoid any delay in dealing with the matters you are bringing to our attention.

Normally, the Parish Clerk will respond within five working days to acknowledge receipt of your communication. The Council will review your comments as promptly as possible, and the Parish Clerk will respond afterwards to let you know what – if any – action has been taken.

Submitting Points of View – Matters Under Active Consideration

1. When an issue is live and on an agenda, 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 either writing to the Council in advance of the meeting at which the item is to be discussed, or you may request to make a personal representation to the Council (no longer than three minutes). Your application to make a personal representation must be made directly to the clerk no later than midday on the working day prior to the meeting in accordance with the Attendance at Meeting Policy.
2. If you are unhappy with a decision reached at a Council meeting, you may raise your concerns with the Council as Feedback or as a Complaint. Note that Standing Orders prevent the Council from re-opening issues for six months from the date of a relevant decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

Complaints Procedure

1. The Complaints Procedure is reserved for matters of the highest importance, needing detailed attention and formal resolution.
2. The procedure may be used to complain about how Council employees have dealt with your concerns.
3. The 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 Clerk will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
5. If you do not wish to make 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.
6. 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 because of your complaint.

7. In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be advised as soon as possible and kept informed of progress.
8. 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.
9. If, after the most careful consideration, the Parish Council concludes that a matter is beyond economic resolution you will be informed that it represents a disproportionate burden to take it further and the case will be closed.

Contacts

The Clerk of Tollesbury Parish Council

Address: PO Box 13205
Maldon
Essex CM9 9FU

Telephone: 01621 869039

Email: clerk@tollesburyparishcouncil.gov.uk

The Chair of Tollesbury Parish Council

Email: cllr.sarah.hawes@tollesburyparishcouncil.gov.uk

Policy Adopted – June 2020

Last Review – April 2026

Next Review – April 2027

Policy Review History

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
V4.0	Reviewed and updated by the Finance & Policy Committee. The policy has been renamed to Feedback, Compliments and Complaints Policy	12/03/2024	F&PC
V4.0	Amendments by the Finance & Policy Committee approved by the Full Council	19/03/2024	TPC
V5.0	Reviewed and updated by the Finance & Policy Committee.	30/04/2025	F&PC
V5.0	Amendments by the Finance & Policy Committee approved by the Full Council	06/05/2025	TPC
V6.0	Reviewed and updated by the Finance & Policy Committee.	20/04/2026	F&PC
V6.0	Amendments by the Finance & Policy Committee approved by the Full Council	05/05/2026	TPC
	Next Review – April 2027		