

Roydon Parish Council

Complaints Policy

Adopted September 2022
Reviewed March 2026
Next Review March 2029

Roydon 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.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- complaints against councillors. Complaints against councillors are covered by the [Code of Conduct for Members](#) and, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer of the District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of South Norfolk District Council.

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 is also 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.

You may make your complaint about the council's procedures or administration to the Clerk. You may do this by phone, or by writing to or emailing the Clerk. The contact details can be found on the Council's website.

Wherever possible, the Clerk will try to resolve your complaint directly and immediately by explaining the Parish Council's position, if this is appropriate. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

If you do not wish to report your complaint to the Clerk, or if the complaint is regarding the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council. The Clerk will be formally advised of the matter and given the opportunity to comment. The Chair's email address and further contact details can be found on the Parish Council's website.

The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Chair 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 twenty working days timescale may have to be extended. If it is, you will be kept informed.)

The Council will aim to answer all complaints within the terms detailed in this policy. There may be circumstances when a complainant persists in wishing to pursue a complaint

when it clearly has no reasonable basis, or when the Council has already taken reasonable action in response, whether through legal action or other processes. The Clerk will refer all such cases to the Parish Council summarizing the issues and informing of the attempts made to resolve the complaint. The Parish Council, in such circumstances, may decide that no further action can usefully be taken in response to the complaint and inform the complainant so, making it clear that only new and substantive issues will merit a response. In cases of persistent or serious vexatious complaints, the Council will consider taking legal advice before responding formally to the complainant.

Anonymous complaints will be disregarded.

All complaints will be reported at the next full council meeting.