



BRENCHLEY AND MATFIELD PARISH COUNCIL



Policy: Complaints Procedure

Date of adoption by PC: 7 May 2019

Author: G. Stevenson

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This procedure should be read in conjunction with Section 5 of the Council's Code of Conduct.

Brenchley & Matfield Parish Council is committed to providing a quality service for the benefit of people who live or work within the parish or who are visitors to the parish. If you are dissatisfied with the standard of service you have received from this council or about a particular action or lack of action by this council, this Complaints Procedure sets out how you may complain to this council and how we will try to resolve your complaint.

Please note that this Complaints Procedure applies to complaints about council administration and procedures. **It does not apply to:**

- i) Complaints about an employee of the council (such as the Clerk). These matters will be dealt with internally as an employment matter, with the appropriate action being taken as a result. The complaint should be addressed to the Chairman initially. (Contact details below).
- ii) Complaints about a Councillor. These complaints should be referred to the Monitoring Officer at Tunbridge Wells Borough Council. (Contact details below).
- iii) Complaints involving a criminal activity. These matters should be referred to the Police.

(If you are unsure as to whether your Parish Council are responsible for a matter which you wish to complain about; the easiest way is to ask the Clerk to the Parish Council, contact details below.)

Complaints procedure:

- 1) The complainant should register their complaint in writing by letter or email to the Parish Clerk. (Contact details are provided below).
- 2) Where possible the Clerk will endeavour to resolve the complaint immediately. If this is not possible the Clerk will acknowledge your complaint within five working days and submit your complaint to the Council, to investigate.
- 3) Where a complaint is submitted to the Council, this will be addressed at a full meeting of the Parish Council, which the complainant (or their chosen representative) will be invited to attend. This meeting will usually take place within 30 days of the initial complaint.
- 4) The complainant will be asked to provide the Council with copies of any documentation or evidence in support of their complaint at least seven working days prior to the meeting. The Council will also supply the complainant with a copy of any documentation which they wish to rely on at the meeting, at least seven days beforehand.
- 5) If the circumstances are considered appropriate, the Council may decide to exclude the public and press from the part of the meeting at which the complaint is being discussed.
- 6) At the meeting the Chairman will introduce each party and outline the procedures.
- 7) The complainant (or their chosen representative) will be allowed to outline their complaint to the Council and answer any questions from the Council
- 8) The Chairman will explain the Council's position and answer any resulting questions from the complainant



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- 9) The complainant will be asked to leave the room whilst the council discuss the matter and reach a decision.
- 10) The complainant will return to hear the council’s decision (or to be advised when a decision will be made, if it has not been possible to reach a decision at that meeting).
- 11) The decision of the Council, together with any appropriate action to be taken, will be confirmed in writing to the complainant within seven working days.

Contacts:

<p>The Clerk to the Parish Council:</p> <p>Ms Chantal Brooks Matfield Pavilion The Green Matfield Tonbridge Kent TN12 7JU clerk@brenchleypc.org.uk 01892 723586</p>	<p>Chairman of the Parish Council:</p> <p>Cllr Christopher Woodley 5 Foxhole Lane Matfield Tonbridge Kent Christopher.woodley@brenchleyandmatfield.co.uk</p>
<p>TWBC Monitoring Officer:</p> <p>Patricia Narebor Tunbridge wells Borough Council Town Hall Royal Tunbridge Wells Kent TN1 1RS Monitoring.officer@tunbridgewells.gov.uk 01892 554257 (Mon-Fri, 9am- 5pm) monitoring.officer@tunbridgewells.gov.uk</p>	