

Sutton-under-Whitstonecliffe Parish Council

COMPLAINTS PROCEDURE

The Parish Council would like to make you aware that before the start of every Parish Council meeting you are able to join the Parish Councillors to raise any concerns or complaints.

Should you prefer to submit a complaint in writing, then the following procedure should be followed.

The reasons for complaining to the Parish Council are detailed below but not limited too;

- Not following Procedures or Standing Orders
- Inappropriate Standards of service
- Made a mistake
- Parish Councillor(s) not following the Code of Conduct

The Parish Council does not have the accountability to investigate complaints about an alleged financial irregularity or criminal activity. Should you require advice on who to contact in these instances, the Parish Clerk will offer you guidance.

HOW TO INITIATE A COMPLAINT

All complaints about the Parish Council's procedures, administration, service, mistake(s) or adherence to the Code of Conduct by a Parish Councillor should be put in writing to the Parish Clerk at the following address.

Parish Clerk, 3 Holly Close, Topcliffe Road, Sowerby, Thirsk, North Yorkshire, YO7 1SH
Email: clerk@suttonunderwhitstonecliffeparishcouncil.gov.uk

If the complainant does not wish to send the complaint to the Parish Clerk, they may write to the Parish Council Chairman at the following address.

Thirsdell House, Sutton under Whitstonecliffe, Thirsk, North Yorkshire, YO7 2PS

RECEIPT OF COMPLAINT

The Parish Clerk or Chairman shall acknowledge receipt of the complaint with 7 working days and advise the complainant when the matter will be considered by the Parish Council.

The Parish Council will nominate at least two Parish Councillors to investigate the complaint.

The Parish Council will not disclose the identity of the complainant unless by prior agreement with the complainant.

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INVESTIGATION OF COMPLAINT

The nominated Parish Councillors have 30 working days to investigate and formulate a response to the complaint.

Should the complaint be regarding the Code of Conduct, the Parish Council may refer the complaint to Hambleton District Council for investigation. If this is the case, the complainant will be advised accordingly.

AFTER INVESTIGATION

The Parish Council will write to the complainant and detail the findings of the investigation. Details of any appeals process will be included in the written response.