

# COMPLAINTS PROCEDURE

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Document Author(s):	Parish Clerk
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## Version History Log

Version	Date Published	Details of key changes
1.0	January 2016	n/a
2.0	May 2026	Review/Moved to PDF

## **Summary**

This document outlines the Parish Council's procedure regarding complaint handling. It details the steps for addressing complaints, emphasising fairness, transparency, confidentiality, and escalation protocols, as well as guidance for reporting incidents, training, compliance, and contact information.

## **Protocol**

This Complaints Procedure deals with how the Parish Council will proceed where a complaint has been made about the administration of the council or about its procedures.

The Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. The Parish Council is determined to conduct its business in a fair transparent and equitable manner and where complaints arise the Council will attempt to resolve them by informal discussion.

In the event that this is unsuccessful a formal complaint may be made.

If a formal complaint is to be made the complainant should write to the clerk giving full details of the complaint. The clerk will then formally record and date the complaint. With an acknowledgement letter will normally be sent within ten working days.

The complaint will then be investigated by either the Chairman (or in his absence the Vice-Chairman) or if the complaint involves the conduct of the Chairman and/or Vice-Chairman, by a designated member of the Council. A report of the findings will be produced for the complainant and the Parish Council, with the report to include any proposed remedy.

The report may be accepted, rejected or amended by the Parish Council which may decide to discuss the matter with the complainant directly at the time of the consideration of the report.

At all times the complaint shall be dealt with in confidence.

In the event that a complaint cannot be resolved through the internal complaints procedure the complainant should be advised in writing of their right to pursue the matter with The Monitoring Officer at East Lindsey District Council.