

# Belmont Rural Parish Council

## Complaints Procedure

### Introduction

Belmont Rural 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 Standards Committee of Herefordshire Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Herefordshire Council.
- Complaints involving financial irregularity should be dealt with in accordance with procedures under s.16 of the Audit Commission Act 1998. Local electors have a statutory right to object to Council's audit of accounts and details of how that right can be exercised will be advertised on notice boards and the Council website each year at the appropriate time. Further information is available from the Clerk.
- Complaints involving criminal activity should be referred to the police and will be referred to the police by the Council where appropriate.

### Procedure

1. 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.
2. There may also be the opportunity to raise your concerns in the public participation section of Council meetings, although you should be aware that Parish Council procedures require that any items raised in the first instance during the public participation section be deferred to the next meeting so that the matter can be investigated before a decision is made.
3. 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.

4. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
5. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
6. If you do not wish to report 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.
7. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
8. The Council will consider all complaints during a meeting and may do so without members of the public in attendance in accordance with the Council's standing orders. You will be invited to attend the meeting and may bring a representative if you so wish. You may be invited to give a statement outlining your complaint and may be asked further questions by Members.

At the meeting the Clerk or other nominated officer will have an opportunity to explain the Council's position and questions may be asked by you and/or Members. You and the Clerk may then be asked to leave the room while the matter is discussed and a decision taken.

9. 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 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.)

## Contacts

The Clerk of Belmont Rural Parish Council

Address: 5 Deerhurst Drive  
Belmont  
Hereford  
HR2 7XX

Telephone: 07722 872 180

Email: [belmontrural@yahoo.co.uk](mailto:belmontrural@yahoo.co.uk)

The Chairman of Belmont Rural Parish Council

Name: Councillor A. Myatt  
Address: 52 Dorchester Way  
Belmont  
Hereford  
HR2 7ZP

Telephone: 01432 273470

Email: [andmor.home@btinternet.com](mailto:andmor.home@btinternet.com)

Approved by Belmont Rural Parish Council  
At its meeting held on 27<sup>th</sup> June 2013