

Twigworth Parish Council

COMPLAINTS POLICY



Adopted by Council: 9th May 2024

Reviewed: July 2025

Next Review: 2026

PROCEDURE FOR COMPLAINTS AGAINST THE COUNCIL

Please note that certain types of complaint should be reported to the following bodies:

Type of Conduct	Refer To
Alleged financial irregularity	Local electors have a statutory right to object to a Council's audit of accounts
Alleged criminal activity	The Police
Members conduct alleged to breach the Code of Conduct adopted by the Council	Tewkesbury Borough Council is responsible for handling complaints that relate to a member's failure to comply with the Council's Code of Conduct.

Definition of a complaint is 'A Complaint is an expression of dissatisfaction.... About the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council'.

Note the complaint will be treated as a complaint against the Council not an individual member or employee.

All complaints MUST be submitted in writing and sent to: The Clerk

However, if the complaint is reference to the Clerk then please address the complaint to: The Chairman of the Council (details available on the website)

Please include the following information in your complaint submission: -

- Your name and address
- An outline of the complaint
- Any relevant details, for example dates, names of relevant members or employees/contractors
- Any details of what you would like as an outcome/remedy (if appropriate).
Please tell us whether you would like this complaint to remain confidential? (The Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data).

To investigate your complaint the Council will delegate the investigation to an appropriate Officer or Member.

The Council will endeavour to undertake all necessary action within a reasonable period and will acknowledge your complaint within 10 working days.

The Council will refer to the NALC Legal Topic Note LTN 9E (issued June 2014) for guidance on handling complaints.