



CROWTHORNE PARISH COUNCIL

Complaints Procedure

Re-Adopted by Council – May 2022

1. Crowthorne Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area. 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. 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.
 - 3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members, and must be reported direct by the complainant to Bracknell Forest Council (BFC)'s Monitoring Officer via an online form available via this link:-
<https://www.bracknell-forest.gov.uk/council-and-democracy/get-touch/complaints/councillor-complaints/code-conduct>
Such complaints are processed by BFC in accordance with its published procedures for complaints against councillors. Complainants must complete the online form for their complaint to be formally investigated. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Bracknell Forest Council and via the link above.
 - 3.3. Complaints to the Local Government Ombudsman (LGO) as they deal with complaints against principal authorities and other public sector organisations which do not include Parish Councils.
 - 3.4. Alleged criminal activity; such conduct should be reported to the Police.
 - 3.5. Alleged financial irregularity; such conduct must be dealt with by a local elector objecting to the Council's audit of accounts.
4. 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. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. 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.

5. 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.
6. Wherever possible, the Clerk will try to resolve your complaint informally as quickly as possible. If this is not possible and formal investigation and response is required, the Clerk will normally try to acknowledge your complaint within five working days. Sometimes the Council may ask you for further information in order to investigate a complaint, in which case the time taken to respond to your complaint may take longer.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint in writing directly to the Chairman of the Council who will report your complaint to the Council.
8. The Clerk, Chairman or the Council (as appropriate) will investigate each complaint objectively, obtaining further information as necessary from you and/or from staff or members of the Council. Where the complaint is investigated by Council at this stage, it will be looked at and a decision made by 3-5 Councillors ensuring that, should you wish to appeal against the outcome of your complaint, there are other Councillors available to conduct the appeal who have not been involved in the initial investigation and determination.
9. The Clerk or the Chairman of the Council will notify you in writing or by email 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.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council where it will be considered by Members who were not involved in the initial investigation and determination. You will be notified in writing of the outcome of the review of your original complaint, usually within 8 weeks.
11. The Council will regularly analyse complaints to spot patterns and look for ways to improve service.

Contacts:

<p>The Clerk Crowthorne Parish Council The Morgan Centre Wellington Road Crowthorne Berkshire RG45 7LD Telephone: 01344 771251 Email: clerk@crowthorne-pc.gov.uk</p>	<p>The Chairman Crowthorne Parish Council The Morgan Centre Wellington Road Crowthorne Berkshire RG45 7LD</p>
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