

BOSTON SPA PARISH COUNCIL COMPLAINTS PROCEDURE

This procedure covers complaints about the operations and services of the Parish Council.

Boston Spa Parish Council takes the views of local people seriously and need to be aware when there is dissatisfaction with the services that the Parish Council delivers. The outcome of a complaint will assist the Parish Council in reviewing and where necessary changing the way services are delivered.

The process set out below is there for you to follow if it has not been possible to resolve the issue informally through the normal channels of communication. All complaints will be properly investigated by the Parish Council.

Making a Formal Complaint

1. All formal complaints should be submitted in writing and include:
 - (a) The detail of your complaint, including any relevant events, dates, names of relevant council members, staff, or contractors of the council;
 - (b) Your contact details;
 - (c) Whether you wish to attend a meeting with the council to present your complaint – you may bring a friend or representative with you if you wish;
 - (d) Confirmation of whether you want your complaint to be treated confidentially.
2. Your complaint should be sent to: The Clerk to the Parish Council, The Village Hall, 199 High Street, Boston Spa, LS23 6AA or by email to: clerk@bostonpapc.org.uk
3. If your complaint concerns the clerk please send your complaint to: the Chairman of the Parish Council at the address above, marked 'Private and Confidential'

Investigating the Complaint

4. Your complaint will be acknowledged in writing within 5 working days. You will also be advised of the names of the members of the council who will be investigating your complaint and the next steps in the process.
5. The council will need to consider the complaint and may also need to gather evidence. Investigations will normally be completed within 12 weeks of receipt of the complaint. If your complaint is complex it may take longer, if this is the case, you will be advised.

Attending a Meeting

6. If you have opted to attend a meeting with the council to present your case you will be given 7 working days notice prior to any meeting. Before the meeting (a) you will provide the clerk or council with any new information or evidence relevant to the complaint and (b) the clerk or council will provide you with any new information or evidence relevant to the complaint.
7. If you have confirmed that you want the complaint to be treated in confidence, the meeting will be in private.
8. At the meeting the Chairman will explain how the meeting will proceed. You will outline the grounds of the complaint and members of the council may ask questions. The clerk or Chairman

will explain the council's position and you will have the opportunity to ask questions. You, and the council's representative will have the opportunity to summarise their position

9. At the end of the meeting you will be informed when a decision about the complaint is likely to be made and when it is likely to be sent to you.
10. You will receive a written decision confirming whether or not the complaint has been upheld. The reasons for the decision will be explained together with details of any action to be taken by the council if appropriate. The decision will include a right of appeal.

Appeal against the Decision

11. An appeal against the decision must be made in writing within 14 working days of the receipt of the decision notification. Your submission must include the reasons for the appeal and any further appropriate evidence.
12. Your appeal will be considered by a member of the council who has not been involved in the original decision, and you will receive a response within 14 working days. The outcome of the review will be final.

**The Clerk
Boston Spa Parish Council
The Village Hall,
199 High Street,
Boston Spa LS23 6AA**

clerk@bostonspapc.org.uk

Adopted at the Parish Council meeting held on 15th September 2014