

# Marston Sicca Parish Council

[www.marstonsicca-pc.gov.uk](http://www.marstonsicca-pc.gov.uk)

Email: [clerk@marstonsicca-pc.gov.uk](mailto:clerk@marstonsicca-pc.gov.uk)

Reg. Office:

The Forge House, 6 School Street, Honeybourne, Evesham, WR11 7PJ

## **COMPLAINTS POLICY**

Marston Sicca Parish Council is committed to providing a quality service for the benefit of the people who live or work in the parish or are visitors to the area. Every effort is made to ensure we operate efficiently and to engage fully with our wider community. If you are dissatisfied with the standard of service you have received or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain to the Parish Council and how we shall try to resolve your complaint.

This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way Council employees have dealt with your concerns.

To make a complaint you can contact the Parish Clerk either by:

\*Telephone 07485 437702

\*My email: [Clerk@marstonsicca-pc.gov.uk](mailto:Clerk@marstonsicca-pc.gov.uk)

\*In writing: Forge House, 6 School Street, Honeybourne, WR11 7PJ

Or,

You can contact the Parish Council Chairman (Cllr. Ian Johnsey)

\*Email: [Maintenance@marstonsicca-pc.gov.uk](mailto:Maintenance@marstonsicca-pc.gov.uk).

You will be asked to provide the following information:

\*Your name and contact details

\*Details of your complaint

\*Details of any prior contact with the Parish Council about the matter

\*An indication of the outcome you are seeking.

On receiving your completed Complaint Report Form the Parish Council will investigate the matter fully and will look to obtain further information as required.

In the first instance, your complaint will be investigated by the Parish Clerk. If this is not appropriate your complaint will be investigated by the Chairman of the Council. If neither the Parish Clerk nor the Chairman can investigate, your complaint will be referred to the relevant council member.

It may be possible to give you an answer straight away. If not, we will look to notify you by email or in writing, of the outcome of your complaint within 10 working days of hearing from you. If we cannot give you a full answer within this time frame, we will give you a progress report, explaining why we need more time to investigate further and when you can expect a full answer.

The Council will be notified of your complaint and any conclusion or on-going progress, as part of the Parish Clerk's report at the next Parish Council's next meeting.

If you are dissatisfied with the outcome of the investigation, you may ask for your complaint to be referred to the full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Parish Council meeting or if that is not possible, it will be heard at the Parish Council meeting immediately after.

Where a complaint is referred to the full Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed.

Any decision will be recorded in the minutes of the meeting.

Policy adopted December 2021

Review Date December 2022

**Please complete this form when making a complaint to Marston Sicca Parish Council under its Complaints Procedure**

<b>Name</b>	
<b>Address:</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	

**Provide here the details of your complaint (continue overleaf if necessary)**

**Have you spoken to, emailed or written to anyone at the Parish Council about your complaint? YES | NO**

**If yes, provide their name**

**What happened as a result of this contact? (Continue overleaf if necessary)**

**What would be the best way for the Parish Council to resolve your complaint?**

Please return this completed form either by post to: Parish Clerk, Marston Sicca Parish Council, Forge House, 6 School Street, Honeybourne, WR11 7PJ. Or, email: [Clerk@marstonsicca-pc.gov.uk](mailto:Clerk@marstonsicca-pc.gov.uk) Or, email Parish Council Chairman: [Maintenance@marstonsicca-pc.gov.uk](mailto:Maintenance@marstonsicca-pc.gov.uk)