



Liss Parish Council Code of Practice for Handling Complaints

1. PURPOSE AND SCOPE

- 1.1. Liss Parish Council ("LPC") aims to provide services at a satisfactory level. If you are dissatisfied with the standard of service you have received from LPC or are unhappy about an action of lack of action by LPC, this Complaints Procedure sets out how you may complain and how we shall try to resolve your complaint.
- 1.2. This Complaints Procedure applies to complaints about LPC administration and procedures and may include complaints about how LPC employees have dealt with your concerns.
- 1.3. This Complaints Procedure applies to complaints made against LPC's employees but does not apply to:
 - 1.3.1. complaints by one LPC employee against another LPC employee, or between a LPC employee and the LPC as employer. These matters are dealt with under LPC's disciplinary and grievance procedures
 - 1.3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 16th July 2012 and, if a complaint against a councillor is received by LPC, it will be referred to the Monitoring Officer of East Hampshire District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of East Hampshire District Council.
- 1.4. The appropriate time for influencing LPC decision-making is by raising your concerns before LPC debates and votes on a matter. You may do this by writing to LPC 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 an LPC decision, you may raise your concerns with LPC, but Standing Orders prevent LPC 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.

2. KEY PRINCIPLES

- 2.1. LPC 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.
- 2.2. In dealing with complaints LPC and its employees will comply with data protection legislation and LPC's policy thereon.
- 2.3. In dealing with complaints LPC and its employees will comply with LPC's Equal Opportunities Policy.

3. PROCEDURE

- 3.1. You may make your complaint about LPC's procedures or administration to the Clerk. All formal complaints against LPC must be communicated in writing (which includes by email) and must state whether the complainant wishes their complaint to be treated confidentially. Complaints should be sent to Liss Parish Council, The Council Room, Village Hall, Hill Brow Road, Liss, Hampshire, GU33 7LA marked for the attention of the Parish Clerk.
- 3.2. 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 immediately. If the Clerk is absent when a complaint is made, the complaint will be dealt with immediately upon the Clerk's return from absence.
- 3.3. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of LPC ("the Chairman") who will report your complaint to the Council. Complaints should be sent to Liss Parish Council, The Council Room, Village Hall, Hill Brow Road, Liss,

Hampshire, GU33 7LA marked for the attention of the Chairman of the Council and marked "Addressee Only".

- 3.4. Wherever possible, the Chairman will try to resolve the complaint immediately. If this is not possible, the Chairman will normally try to acknowledge the complaint immediately. If the Chairman is absent when a complaint is made, the complaint will be dealt with immediately upon the Chairman's return from absence.
- 3.5. The Clerk or the Chairman as appropriate will investigate each complaint, obtaining further information as necessary from the complainant and/or from staff or members of the Council.
- 3.6. The Clerk or the Chairman will notify the complainant within 20 working days of the outcome of the complaint and of what action, if any, LPC proposes to take as a result of the complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed in writing.)

4. APPEALS

- 4.1. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and usually within eight weeks you will be notified in writing of the outcome of the review of your original complaint.

5. REVIEWS

- 5.1. This policy will be reviewed three years from the date of adoption by LPC.

Adopted by LPC on 10 October 2018.

To be reviewed in 2021.