



## **Liss Parish Council Code of Practice for Handling Complaints**

### **1. PURPOSE AND SCOPE**

- 1.1. If you are dissatisfied with the standard of service received from Liss Parish Council (“LPC”) or are unhappy about an action or lack of action by LPC, this Code of Practise for Handling Complaints sets out how you may complain and how we will resolve your complaint.
- 1.2. This Code of Practice for Handling Complaints applies to complaints about LPC administration and procedures and includes any complaints on how LPC employees have dealt with them.
- 1.3. This Code of Practice for Handling Complaints applies to complaints made against LPC’s employees but does not apply to:
  - 1.3.1. Complaints between LPC employees or against LPC as an employer: These are dealt with in LPC Disciplinary Policy and LPC Grievance Procedure, respectively.
  - 1.3.2. Complaints against Councillors. These are dealt with in the Code of Conduct. If a complaint against an LPC councillor is received it will be referred to the East Hampshire District Council Monitoring Officer. Further information may be obtained from: [Councillor conduct | East Hampshire District Council \(easthants.gov.uk\)](#)
- 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 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 the LPC Code of Practice for Handling Complaints thereon.
- 2.3. In dealing with complaints LPC and its employees will comply with the LPC 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.
- 3.2. Complaints should be sent via email to [clerk-smith@lissparishcouncil.gov.uk](mailto:clerk-smith@lissparishcouncil.gov.uk) Liss Parish Council or post to The Parish Clerk, The Council Room, Village Hall, Hill Brow Road, Liss, Hampshire, GU33 7LA

- 3.3. 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.
- 3.4. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of LPC ("Chair") who will report your complaint to the Council. Complaints should be sent to: Chair of Liss Parish Council "Addressee Only", The Council Room, Village Hall, Hill Brow Road, Liss, Hampshire, GU33 7LA or visit our website for Chair's email address: [Councillors - Liss Parish Council](#)
- 3.5. Wherever possible, the Chair will try to resolve the complaint immediately. If this is not possible, the Chair will normally try to acknowledge the complaint immediately. If the Chair is absent when a complaint is made, the complaint will be dealt with immediately upon the Chair's return from absence.
- 3.6. The Clerk or Chair, as appropriate, will investigate the complaint, obtaining further information as necessary from you and/or from employees or Council members.
- 3.7. The Clerk or Chair will notify you within 20 working days of the outcome of your complaint and what action, if any, LPC proposes to take as a result of it. In exceptional cases the 20 working days timescale may have to be extended. If it is you 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 8 weeks you will be notified in writing of the outcome of the review of your original complaint. When your complaint is heard at Full Council you will have the opportunity to address the council but you will not be able to take part in any discussion as this will normally be held in an "Exempt Session".
- 4.2. If you are not satisfied with the response from Full Council you can contact East Hampshire District Council's Monitoring Officer, who has statutory oversight for LPC: [Legal services | East Hampshire District Council \(easthants.gov.uk\)](#)

#### **5. REVIEWS**

- 5.1. The Code of Practice for Handling Complaints will be reviewed three years.

*Adopted by LPC on 13<sup>th</sup> October 2021.*

*To be reviewed in 2024.*