Loughton and Great Holm Parish Council Complaints Procedure

The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures.

Policy - Complaints about a policy decision made by the Council will be referred to the Council or relevant Committee for consideration.

Grievance or disciplinary issues - Matters related to grievance or disciplinary will be dealt with according to the grievance and disciplinary procedure.

Councillor's code of conduct - This procedure does **not** cover complaints about the conduct of a member of the Parish Council. Any complaint that a Councillor may have breached the Council's adopted code of conduct should be referred directly to:

Monitoring Officer, Milton Keynes City Council, Civic Offices, 1 Saxon Gate East, Milton Keynes, MK9 3HE.

Complaints Procedure

1. If a complaint about procedures, administration, or the actions of any of the Council's employees is made verbally to a Councillor or to the Parish Clerk, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint. The complainant will be asked to write to the Parish Clerk at:

   Community Centre,
   87 Kensington Drive,
   Great Holm,
   Milton Keynes,
   MK8 9AY
   parish.clerk@loughtonandgreatholm-pc.gov.uk

2. The complaint will be dealt with within 14 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is.

3. If the complainant prefers not to send the complaint to the Parish Clerk (because the matter relates to the Parish Clerk), they should be advised to write to the Chair. Any complaint received about the actions of the Parish Clerk will be referred to the Chair of the Council.

4. On receipt of a written complaint either the Parish Clerk or the Chair of the Council as appropriate, will seek to resolve the complaint directly with the complainant. Any person complained about will be notified and given an opportunity to comment.

5. A report will be tabled at a meeting of Council on the outcome of any complaints.

6. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision about the complaint will be announced at the Council meeting in public.

7. The Council may consider whether to make any without-liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.

8. As soon as possible after the decision has been made and not later than 10 days after the meeting, the complainant will be notified in writing of the decision and any action to be taken.

9. The Council may defer dealing with any complaint if further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.

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