



FOWLMERE PARISH COUNCIL

COMPLAINTS POLICY

This Complaints Policy was adopted by Fowlmere Parish Council on 11th October 2022. It is to be reviewed annually which is notated at the end of this document.

1. Introduction

Fowlmere Parish Council is committed to representing the residents of the parish or those who work within the parish. If you are dissatisfied or are unhappy about an action or a lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

2. Scope

This Complaints Procedure applies to:

- complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- complaints by one council employee against another council employee, or between a council employee and the council as employer.
- complaints against councillors. Complaints in relation to the conduct of councillors are covered by the Code of Conduct for Members adopted by the Council on 18th January 2022 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of South Cambridgeshire District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of South Cambridgeshire District Council. A councillor's term of office is four years at the end of which elections are held in the event that the number of candidates exceeds the number of seats (currently nine).

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing or speaking to individual councillors or by writing to the Council as a whole in advance of the meeting at which the item is to be discussed. You may wish to raise issues with Councillors which are currently not under discussion. There may also be the opportunity to raise your concerns in the public participation section of Council and Committee meetings. If you are unhappy with a Council or Committee decision, you may raise your concerns with the Council, but Standing Orders prevent the Council and its committees 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.

3. Making a complaint

- You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by telephone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
- 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 within five working days.

- If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
- The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
- The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
- 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.



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COMPLAINTS POLICY ADOPTION AND REVIEW PAGE

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Review Date	Reviewed by	Review accepted by Full Council
16th May 2023	Full Council	16th May 2023
21st May 2024	Full Council	21st May 2024
20th May 2025	Full Council	20th May 2025
19th May 2026	Full Council	19th May 2026
next review May 2026		