



STONDON MASSEY PARISH COUNCIL

Westview, Nine Ashes Road, Stondon Massey, CM15 0EL
email: clerk@stondonmasseypc.co.uk

Stondon Massey Parish Council Complaints Procedure

Introduction

Stondon Massey Parish Council 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. If you are dissatisfied with the standard of service you have received from this council or are unhappy about an action or 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.

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:

A Complaints by one council employee against another council employee, or between a council employee and the council as employer.

B Complaints against councillors. These are covered by Stondon Massey Parish's Code of Conduct.

C Allegations of financial irregularity. Local electors may object to the Council's Annual Accounts under Section 16, Audit Commission Act 1998. On other matters, the Council may need to consult its internal auditor or the Audit Commission.

D Criminal Activity. Please contact the police.

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 to the council 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/committee meetings. If you are unhappy with a council decision, you may raise your concerns with the Council, but Standing Orders prevent the council 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.

How to complain to the Council

1. You may make your complaint about the council's procedures or administration to the Parish Clerk. You may do this in person, by phone, or in writing, or by emailing the Parish Council. The contact details are set out below.

2. Making Your Complaint to the Parish Clerk (option 1)

Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, you will be asked to put it in writing and the Parish Clerk will normally try to acknowledge your complaint within **five working days**.

The Parish Clerk will notify you within **4 weeks** 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 informed.)

3. Other Avenues of Complaint (option 2)

If you do not wish to report your complaint to the Parish Clerk, as it may concern that officer directly or if you are dissatisfied with the Parish Clerk's response to your complaint, you may make your complaint directly to the Parish Council and ask for your complaint to be referred to the full Council.

4. Investigation



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If your complaint cannot be resolved immediately, the Parish 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 and (usually **within 8 weeks**) you will be notified in writing of the outcome of the review of your original complaint.

If it appears to the Council that a complaint is:

- a trivial,
- b vexatious,
- c repetitive or
- d frivolous

it shall report to the full Council with a recommendation that no further correspondence related to it be entered into by members or officers, other than to inform you of that fact.

Contacts:

The Clerk

Westview,
Nine Ashes Road
Stondon Massey
CM15 0EL
email: clerk@stondonmasseypc.co.uk

The Parish Council

Westview,
Nine Ashes Road
Stondon Massey
CM15 0EL
email: clerk@stondonmasseypc.co.uk

The Monitoring Officer

C/o Brentwood Borough Council

[Town Hall](#),
Ingrave Road,
Brentwood
CM15 8AY
Email: enquiries@brentwood.gov.uk
Tel: 01277 312 500