



## **SPEEN PARISH COUNCIL**

### **COMPLAINTS PROCEDURE**

1. Speen Parish Council is committed to providing a quality service for the benefit of the people who live or work in the parish 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 raise a complaint to the Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's Disciplinary and Grievance Policies and Procedures.
  - 3.2. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 22<sup>nd</sup> April 2022, and if a complaint against a Councillor is received by the Council it will be referred to the Standards Committee of West Berkshire Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of West Berkshire Council.
4. 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 open session of Council 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.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out at the end of the procedure.
6. The Clerk will acknowledge your complaint within five working days and strive to resolve your complaint as soon as possible.
7. If you do not wish to report your complaint to the Clerk you may make your complaint directly to the Chair of the Council who will report your complaint to the Council.
8. 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 or any other appropriate persons (e.g. the Council's contractors, sub-contractors or members of the public).

9. The Clerk or the Chair of the Council will notify you within 20 working days in writing (via email) 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 this is the case, you will be kept informed.)

10. 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 (via email) of the outcome of the review of your original complaint.

## Contacts

### **The Clerk of Speen Parish Council**

Address: P O Box 6221  
Newbury  
Berkshire  
RG14 9JS

Telephone: 07854 435656

Email: [clerk@speenparishcouncil.gov.uk](mailto:clerk@speenparishcouncil.gov.uk)

### **The Chair of Speen Parish Council**

Address: P O Box 6221  
Newbury  
Berkshire  
RG14 9JS

Email: [chair@speenparishcouncil.gov.uk](mailto:chair@speenparishcouncil.gov.uk)

This procedure has been authorised by Speen Parish Council as follows:

Adopted by the council:	March 2022
Last review:	11 <sup>th</sup> June 2025
Next review:	11 <sup>th</sup> June 2028