MARY TAVY PARISH COUNCIL

Ms. Amy Christie
Parish Clerk and Responsible Financial Officer
Email: **clerk@marytavyparishcouncil.gov.uk**

Complaints Procedure

Mary Tavy Parish Council is committed to providing its services efficiently and to as high a standard as possible. However, we do encourage individuals to bring shortcomings to our notice so that we may: -

- have the opportunity to resolve your issue
- learn from our mistakes so that they may be prevented in future
- review policies and procedures where necessary.

We take all complaints very seriously and it will depend on the type of complaint as to how it is handled. There are currently three types of complaint, namely complaints regarding -

- an employee
- a councillor
- parish council procedures or administration.

This policy sets out the procedures for dealing with complaints from members of the public about Mary Tavy Parish Council.

1) The council will deal with complaints about council employees internally as an employment matter. Any complaint about a council employee should be put in writing to the chairman of the HR committee. The matter will then be dealt with internally and appropriate action taken.

2) All councillors sign up to the Members' Code of Conduct as part of their declaration of acceptance of office. Complaints about councillors should be addressed to: The Monitoring Officer, West Devon Borough Council, Kilworthy Park, Drake Road, Tavistock, PL19 0BZ. Telephone: 01822 813600.

3) Complaints about procedures or administration should be discussed with the clerk who is also the Proper Officer to the Council. Mistakes and misunderstandings are often resolved informally at this stage.

   However, if the clerk cannot resolve the concern or issue to your satisfaction, please follow the steps detailed below:

   a) Please put your complaint in writing to the clerk detailing the procedure or administration you wish to complain about. If you do not wish to send the complaint to the clerk, it may be sent to the chairman of the parish council.

   b) The clerk or chairman shall acknowledge receipt of your complaint and advise you of the date of the meeting when the parish council will consider the matter.

   c) You will be invited to attend the meeting and may bring with you such representatives as you wish.

   d) At least seven clear days before the meeting, you will need to provide Mary Tavy Parish Council with copies of any documentation or other evidence which you may wish to refer to at the meeting. The parish council will similarly provide you with copies of any documentation upon which you may wish to rely on at the meeting.

e) The council shall consider whether the nature of the complaint warrants the exclusion of the public and press from the meeting. Any decisions on a complaint shall be announced at the council meeting in public.

f) The following procedure will be followed: -
   i. The chairman will introduce everyone.
   ii. The chairman will explain the procedure.
   iii You will be asked to outline the grounds of your complaint.
   iv If relevant, the clerk will explain Mary Tavy Parish Council's position.
   v Councillors will then have the opportunity to question you and the clerk.
   vi You and the clerk will then be offered the opportunity of any last words.
   vii You and the clerk will be asked to leave the room, whilst the councillors decide whether or not the grounds for the complaint have been made (if a point of clarification is necessary, both parties are to be invited back).
   viii You and the clerk return to hear the decision, or to be advised when the decision will be made.

g) The decision will be confirmed in writing within seven working days together with details of any action to be taken.

h) If you wish to appeal against the decision, you must inform Mary Tavy Parish Council, in writing, within seven working days of the written confirmation of the decision.

i) The clerk will acknowledge receipt of your request for an appeal within 48 hours and advise you when the matter will be reconsidered by the council.

j) You will be invited to attend the appeal meeting and may bring with you a maximum of two representatives.

k) The appeal meeting will follow the same procedure as detailed in (f), providing you with the opportunity to explain your grounds for the appeal.

l) After the appeal, Mary Tavy Parish Council will confirm its final decision in writing within seven working days together with details of any action to be taken.

m) If you have exhausted Mary Tavy Parish Council's complaints procedure and are not satisfied with the action taken, you **may** be able to refer your complaint to the Local Government and Social Care Ombudsman.

   The Local Government Act 1974 (section 34 (1)) defines the authorities that the Local Government and Social Care Ombudsman may investigate. Parish councils in England are not included in this definition. However, the Local Government and Social Care Ombudsman may be able to consider complaints about a parish council if it is discharging the functions of another local authority. For example, if a county council has arranged that the parish council may maintain grass verges in the parish, then the Local Government and Social Care Ombudsman may be able to investigate a complaint about that service.

   Local Government and Social Care Ombudsman details: -

   Telephone: - 0300 061 0614
   Website - **www.lgo.org.uk**

This Complaints Procedure was last reviewed and readopted by Mary Tavy Parish Council during the Full Council Meeting of the Council held on 13th Oct 2026.
Next review date: October 2027