

## **COMPLAINTS PROCEDURE FOR BOUGHTON MALHERBE PARISH COUNCIL**

### A) Introduction

Boughton Malherbe Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. The Parish Council is determined to conduct its business in a fair and equitable manner and where complaints arise the Council will attempt to resolve them by informal discussion.

In the event that this is unsuccessful a formal complaint may be made.

### B) Formal Complaints

If a formal complaint is to be made the complainant should write to the clerk giving full details of the matter. The Clerk should then formally record and date the complaint. An acknowledgement letter should be sent within seven days.

The complaint should then be investigated by either the Chairman (or in his absence the Vice-Chairman) or if the complaint involves the conduct of the Chairman and/or Vice-Chairman, by a designated member of the Council. A report of the findings should be produced for the complainant and for the Parish Council, this report including any proposed remedy.

The report may be accepted, rejected or amended by the Parish Council which may decide to discuss the matter with the complainant directly at the time of the consideration of the report.

At all times the complaint shall be dealt with in confidence and with due regard to non-disclosure of exempt information.

In the event that a complaint cannot be resolved through the Internal Complaints Procedure the complainant should be advised in writing of their right to pursue the matter with the Standards Committee of Maidstone Borough Council.

Adopted by Boughton Malherbe Parish Council: