

CASTLE RISING PARISH COUNCIL COMPLAINTS PROCEDURE

Note: where this document refers to 'in writing' the preferred method is a letter attached to an email to the Clerk at castlerisingnpc@gmail.com.

1. Castle Rising Parish Council is committed to providing an efficient and high standard of service to residents. However, sometimes things don't quite work out and residents should inform us of any shortfalls or complaints so that we can:
 - a. if possible, resolve the issue to mutual satisfaction; and
 - b. learn from the issue to prevent recurrence, and
 - c. review policies and procedures where necessary.
2. Complaints can be made against councillors or our policies and procedures:
 - a. Where it is believed that a councillor has breached our Code of Conduct, a complaint may be made to the Monitoring Officer at the Borough Council of King's Lynn and West Norfolk, King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX. Telephone: 01553 616200. Email: monitoring.officer@west-norfolk.gov.uk
 - b. Where it is believed that there is a shortcoming in our policies and procedures, or the administration of such policies and procedures, a complaint may be made to the Clerk (the Proper Officer for the Council) in writing clearly stating the object of the complaint. The following procedure will apply:
 - i. Having received the complaint, the Clerk may try to resolve the matter, as mistakes or misunderstandings can usually be resolved informally.
 - ii. If the complaint cannot be resolved informally to the complainant's satisfaction, the Clerk will acknowledge receipt of the complaint within 10 working days, and will advise of the date of the next scheduled Council meeting when the complaint will be considered. You will be invited to attend this meeting together with any representatives you wish to bring.
 - iii. You must provide Castle Rising Parish Council with copies of any documents or other evidence that you will refer to at least 14 working days prior to the scheduled meeting. Failure to do so will rule any such documents or other evidence inadmissible at the scheduled meeting.
 - iv. The nature of the complaint may require members of the press and public to be excluded from discussion and consideration of the complaint. Any decision about the complaint will be made in public.
3. The procedure detailed below will be followed when a complaint is considered at a scheduled meeting of the Parish Council:
 - a. The Chair will make introductions and explain the procedure.
 - b. You will be asked to give an outline of the grounds for your complaint together with supporting evidence or documentation.
 - c. If appropriate, the Clerk may state the Parish Council's position on the issue.

Adopted: 4 July 2024

Reviewed:

- d. Councillors will have the opportunity to question you (and the Clerk if sub-para c has been used).
 - e. You, and any representatives you bring, will be asked to leave the room whilst Councillors consider the complaint and make a decision.
 - f. You, and any representatives you bring, will be invited to return to hear the Council's decision or, if the decision has been deferred for further advice, when the final decision will be made.
 - g. The decision will be confirmed in writing within 7 working days together with any action that will be taken.
 - h. If you wish to appeal against the decision, you must inform Castle Rising Parish Council in writing within 14 working days of confirmation of the decision. Your appeal will be acknowledged within three working days and you will be advised when the Parish Council will reconsider your complaint. Consideration of the appeal will follow the procedure at sub-paras a-g above.
 - j. If you remain unsatisfied you may pursue your complaint through the Local Government and Social Care Ombudsman, available online at <https://www.lgo.org.uk/make-a-complaint> . Should this also be unsatisfactory than you have the right to apply for Judicial Review.
4. Should a complaint be made against the Clerk, the following procedure will be followed:
- a. The Chair will make introductions and explain the procedure.
 - b. You will be asked to give an outline of the grounds for your complaint together with supporting evidence or documentation.
 - c. Councillors will have the opportunity to question you and the Clerk.
 - d. You, any representatives you bring, and the Clerk will be asked to leave the room whilst Councillors consider the complaint and make a decision.
 - e. You, any representatives you bring, and the Clerk will be invited to return to hear the Council's decision or, if the decision has been deferred for further advice, when the final decision will be made.
 - f. The remainder of the procedure will follow steps 3g,h and j above.