Eyam Parish Council
Email: clerk@eyamparishcouncil.gov.uk
Website: www.eyamparishcouncil.gov.uk

Complaints Procedure

A complaint is an expression of dissatisfaction by one or more people about the standard of services and/or facilities provided by the Parish Council.

Complaints can be made by the public, parishioners, service users, service providers, contractors, staff and councillors.

A complaint can relate to the conduct of the Parish Council's staff, contractors or person(s) acting on its behalf. A complaint can also relate to a decision made by the Council.

Complaints relating to the conduct of a Councillor should be addressed to the Monitoring Officer at Derbyshire Dales District Council.

Eyam Parish Council will treat all complaints seriously and in the strictest of confidence.

General principles

- A complaint can be made:
  - Verbally - in person or by telephone.
  - Written – by letter or email.
- Complaints should be addressed to the Clerk (details below).
- Complaints will only be considered that relate to Parish Council duties and responsibilities.
- The complaint must relate to an incident that has occurred within the last 30 days, from the time of raising the complaint.
- If there is more than one complaint then each must be reported separately.
- The Clerk will determine if the complaint is to be considered as an informal or formal complaint.
- All complaints and the outcomes will be logged and kept on record.

Informal complaint

- An informal complaint is a matter than can be handled and resolved by the Clerk.
- The Clerk will contact the complainant about the outcome of their complaint normally within 6 working days. If more time is needed, the complainant will be informed.
- If the complainant is not satisfied by the Clerk's response, they will be invited to submit a formal complaint within 6 working days.

Formal Complaint

- A formal complaint should be addressed to the Clerk by letter or email (details can be found below).
- The complainant should set out a detailed description of the complaint which should include:
  - What happened (in a few words, what the complaint is about)
  - When it happened
  - Who was involved
  - Where the incident occurred
  - What action or decision you feel would resolve the complaint

- The Clerk will acknowledge receipt of the complaint normally within 6 working days.
- The Clerk may request further details from the complainant relating to the complaint.
- The Clerk will investigate the complaint and formally respond to the complainant by letter or email within 20 working days.
- The Clerk will set out proposals to reach a satisfactory resolution to the complaint.
- If the complainant is satisfied with the Clerk's formal response, the matter is concluded and no further action will be taken.

Review

- If the complainant is not satisfied with the Clerk's response, they must notify the Clerk within 6 working days of receiving the Clerk's proposed resolution.
- The complainant can request to have the complaint and resolution reviewed by a Panel, consisting of 3 Councillors and convened by the Parish Council. The Panel will not include the Chair or Vice Chair of the Council.
- The Panel will be convened at the earliest opportunity.
- The complainant will be informed of the Panel meeting and may be invited to present further information, either in writing or in person.
- Once the Panel has reviewed the complaint, the complainant will normally be notified of the outcome in writing within 2 working days.
- The complainant will have 6 days to respond to the outcome of the review meeting.

Final stage

- Should the complainant not be satisfied with the outcome, the Panel's decision will be reviewed by the Chair or Vice-Chair of the Council and two other Councillors at the earliest opportunity.
- Councillors involved in the final stage of the process will have had no prior knowledge or involvement of the complaint nor the outcome.
- The Complainant will normally be informed of the outcome within 6 working days.
- This decision will be final.

Further information

All complaints and resolutions will be recorded.

Any unfounded complaints will be recorded as such.

The Council will be notified of any complaints received at the monthly meeting of the Parish Council, as part of the 'Clerk's Report'

Should you wish to make a complaint, please contact the Clerk to Eyam Parish Council:

Email: eyamparishcouncil@gmail.com

Address: Laburnum Cottage, Well Street, Elton, Matlock, Derbyshire DE4 2BY (no in person visits to be made to this address).

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