

Little Witley Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received, or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This form tells you:

- the type of complaints that can be addressed using this procedure;
- how to contact us with your complaint;
- what information we will ask you to provide;
- what we will do when we hear from you.

The type of complaints that can be addressed using this procedure

This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way Council employees have dealt with your concerns.

It is not appropriate to deal with all complaints using this procedure. For example, complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third party procedures. In the event that your complaint does not fall within the scope of this procedure please contact either the Parish Clerk or the Chair of the Council for further advice.

How to contact us with your complaint

You can contact the Parish Clerk to advise that you have a complaint as follows:

- by telephone on 01299 896071 or 07828 650090
- by email to [Littlewitleyparish@gmail.com](mailto:Littlewitleyparish@gmail.com)
- in writing to 40 The Glebe, Great Witley, Worcestershire WR6 6JR

You can contact the Chair of the Council to advise that you have a complaint as follows:

- by email to [paulcumming@malvernhillsc.net](mailto:paulcumming@malvernhillsc.net)
- in writing to Warwick House, Church Lane, Little Witley, Worcs. WR6 6LP and marked for the attention of the Chairman.

Information we will ask you to provide

We will ask you to provide the Council with:

- your name and contact details;
- details of your complaint;
- details of any prior contact with the Council about the matter;
- an indication of the outcome you are seeking.

Please use the Council's Complaint Report Form when making a complaint under this procedure. This form can be downloaded from the Council's website at <https://www.littlewitley.org.uk/policies-procedures/> or will be sent to you by the Parish Clerk upon request.

What we will do when we hear from you

On receiving your completed Complaint Report Form the Council will investigate the matter fully and will obtain further information as required.

In the first instance, your complaint will be investigated by the Parish Clerk. If this is not acceptable, or the Parish Clerk does not feel that it is appropriate, your complaint will be investigated by the Chair of the Council. If neither the Parish Clerk nor the Chairman is in a position to investigate, your complaint will be referred to the relevant council member.

We may be able to give you an answer straight away. If not, we will use our best endeavours to notify you, by email or in writing, of the outcome of your complaint within 20 working days of hearing from you. If we cannot give you a full answer within 20 working days we will give you a progress report, explain why we need more time to investigate further and tell you when you can expect a full answer.

The Council will be notified of your complaint and any conclusion or on-going progress, as part of the Parish Clerk's report at the Council's next meeting.

If you are dissatisfied with the outcome of the investigation you may ask for your complaint to be referred to the full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Council meeting. If this is not possible, the complaint will be heard at the following Council meeting.

Where a complaint is referred to the Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed. You will be advised of the Council's decision within 10 days of the meeting.

The decision will be recorded in the minutes of the meeting.

Date of next review: April 2020