

# Rottingdean Parish Council

## Complaints procedure

There are times when a complaint is received about the work or action of the Parish Council. Any verbal complaints should be required to be made in writing or by email to the Clerk. Kevin.kingston@[rottingdean-pc.gov.uk](mailto:Kevin.kingston@rottingdean-pc.gov.uk)

- Complaints made to individual councillors must be copied to the Clerk and the Chair of the Council;
- All complaints must be taken seriously and registered as a complaint to ensure the procedure is followed;
- Once registered the complaint must be communicated to all Councillors ensuring they are made aware of the issues involved;
- The complaint must be acknowledged by the Clerk within 7 days;
- The complaint should be investigated by the Clerk and Chair/Vice Chair taking account of any comments from the rest of the Council;
- Any complaint regarding a third party should be passed to the third party and they will be given an opportunity to make comments;
- After investigation a recommendation will be made to the Council for their agreement to a response;
- If no agreement is reached, then further discussion may be necessary so that a consensus can be reached; this may be held in private session if deemed appropriate.
- It may be necessary to seek further advice from other organisations (ie Brighton & Hove City Council) to clarify good practice and to respond to the complaint – this is the responsibility of the Clerk;
- The Complainant will be informed of the final outcome of the investigation in writing as soon as possible;
- The Complainant may seek a review of the outcome to be conducted by the Chair;
- Where the process is lengthy i.e. more than 1 month the Clerk should provide regular updates to the Complainant;

- In the event of serial facetious, vexatious or malicious complaints from a member of the public the Council may need to take legal advice before continuing correspondence with the Complainant.

Reviewed: August 2019

Agreed at Council meeting :