



WEST HOATHLY PARISH COUNCIL

representing Highbrook, Selsfield, Sharpthorne, Tyes Cross and West Hoathly

Complaints Procedure

West Hoathly Parish Council believes a complaints procedure demonstrates that the council:

- Wishes to provide a good service
- Values feedback
- Undertakes its business in an open and honest manner
- Wishes to deal with complaints fairly

The Council believes that complaints and suggestions provide a valuable opportunity for improving its service and performance.

What is a complaint?

A complaint is “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its staff affecting an individual, group or organisation.”

This definition covers most complaints e.g.

- Dissatisfaction with the administration of policy and decisions
- Delays in response to service requests
- Failure to achieve standards of service
- Failure to fulfil statutory responsibilities
- Employees behaviour or attitude

How we deal with complaints

Most complaints will be reviewed by the Clerk whose responsibility is to investigate, as necessary, and respond as quickly as possible. In normal circumstances a response should be sent within 10 working days. Where this is not possible an interim response should be sent giving an indication when a full reply can be expected.

If a complainant is dissatisfied with the full response, this fact should be drawn to the attention of the Chairman of the Council. In consultation with other Members, as necessary, and after obtaining any further relevant information the Chairman will issue a further response.

Complaints about Members of West Hoathly Parish Council

All councillors have signed an undertaking that they will observe the Council's Code of Conduct. The Code – which is the Model Code of Conduct for Members approved by Parliament – specifies a Councillor's obligations. Alleged breaches of the Code must be reported in writing to the Monitoring Officer at Mid Sussex District Council.