



Turners Hill Parish Council
The Ark
Mount Lane
Turners Hill
West Sussex RH10 4RA
01342 712226

office@turnershillparishcouncil.gov.uk
www.turnershillparishcouncil.gov.uk

Complaints Procedure

Turners Hill Parish Council believes a complaints procedure demonstrates that the council:

- Undertakes its business in an open and honest manner
- Wishes to provide a good service
- Values feedback
- 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.”

Complaints, other than those referring to a Member of the Parish Council, must be made in writing to the Clerk at the address given above. The complaint should cover as much detail as possible and enclose any relevant supporting documentation.

This definition covers most complaints e.g.

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

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 the complainant is satisfied with the resolution the complaint is closed. The Clerk will report to the Council, through the Clerk's report, summary details of the complaint and a brief summary of its resolution. This summary report will exclude the names of the complainant.

If the Clerk is unable to resolve the complaint, or the complainant is not satisfied with the proposed resolution then the matter will be referred to 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 the 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, Oaklands, Haywards Heath, West Sussex RH16 1SS

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor. It will not deal with complaints about matters that are not covered by the Councillors Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct.

Adopted on: 16th May 2023