

Tiptree Parish Council

Code of Practise for handling complaints

1. Tiptree Parish Council is committed to providing a quality service for the benefit of the people who live or work in the village and visitors to the village. If you are dissatisfied with the standard of service you have received from the council, or are unhappy about an action or lack of action by this Council, this complaints procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This complaints procedure does not apply to;-
 - Complaints by one Council employee about another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedure.
 - Complaints against Councillors. These should be directed to the Monitoring Officer at Colchester Borough Council – contact details below
4. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person (see office opening hours below), by telephone, or by writing or emailing the Clerk – full contact details below.
5. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within 5 working days. Please ensure that you include your full name, address and telephone number when making a complaint. *Complaints received anonymously will not be investigated.*
6. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the appropriate committee.
7. The Clerk or Committee Chairman will investigate your complaint, obtaining further information as necessary from you and/or from staff members of the Council.
8. The Clerk or the Committee Chairman will notify you within 20 working days of the outcome of your complaint.
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council. You will be advised in writing of the date of the meeting on which the Full Council will discuss your complaint and will be invited to attend and address this meeting. The decision of the Full Council will be notified to you either at the meeting or in writing within 7 working days of the meeting.

Please Note – the appropriate time for influencing Council decision making is by raising your concerns before the Council debates and votes on a matter. Meeting agendas are published 5 days prior to a Council or committee meeting and there is a public participation session at the start of each meeting where items on that agenda can be discussed. In addition, on the 4th Monday of each month there is an opportunity for members of the public to raise concerns on any subject, at the Full Council meeting beginning at 7.30pm in the Community Centre. The Councils' Standing Orders prevent the re-opening of any issues for 6 months from the date of decision, unless there are exceptional grounds to consider this necessary and the process set out within Standing Orders is followed.

Contacts

The Clerk, Tiptree Parish Council, Mynott Court, Church Road, Tiptree, CO5 0UP
telephone 01621817030

e.mail – tiptree.parish@btconnect.com

Office opening hours – Monday and Tuesday, 2pm to 4pm

Wednesday, Thursday and Friday, 8.30am to 10.30am

**Saturday, 10am to 12 noon (note there will be Councillor in the office
on Saturday, not the Clerk)**

The Chairman, Tiptree Parish Council, Mynott Court, Church Road, Tiptree, CO5 0UP.
**Private address and telephone number can be found on the Parish Council website or by
telephoning the Clerk**

Monitoring Officer, Colchester Borough Council, 33 Sheepen Road, Colchester, CO3 3WG

**This policy was adopted at a meeting of the Full Council on 11th April 2016 item 051/16
and will be reviewed annually.**