



AMBERLEY PARISH COUNCIL

Complaints Handling Procedure

Amberley Parish Council is committed to providing a quality service for the benefit of its residents and the people who work in its area or are visitors to the locality. If you are dissatisfied with the standard of the service you have received from this council or are unhappy about an action or lack of action by this council, this procedure sets out how you may complain to the council, and we shall try and resolve your complaint fairly and efficiently.

Definition of a complaint - 'A complaint is an expression of dissatisfaction, about the council's action or lack of action or about the standard of a service, whether the action was taken, or the service provided by the council itself or a person or body acting on behalf of the council.'

Complaints covered by this procedure:

This complaints procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council in April 2021 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Horsham District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Horsham District Council.

Making a representation to the council

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter.

You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings.

If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

Making a Complaint:

You may make your complaint about the council's procedures or administration to the Clerk. Complaints should be communicated in writing or by email, please clearly state in your correspondence that you are raising a complaint.

On receipt of a complaint, the council will investigate the issues raised and where possible will seek to resolve the matter by informal explanation or action, and normally to do so within 10 working days.

The Clerk will acknowledge your complaint within five working days.

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 Council.

The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council

The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to Full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.