

## Caterham on the Hill Parish Council

### COMPLAINTS PROCEDURE

Approved by the Finance and General Purposes Committee August 2019

Review date August 2022

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1. Caterham on the Hill Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. 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, this Complaints Procedure sets out how you may complain to us 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 the Clerk, Parish Warden or Resilience Officer has dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - a) complaints by one council employee against another council employee, or between a council employee and the council as employer.
  - b) complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Tandridge District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Tandridge District Council.
4. The appropriate time for influencing Council decision-making is by raising your concern(s) 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 prior to the commencement of Council meetings when members of the public are invited to speak to the Council.
  - a. 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 in which case the Council must follow the process set out in its Standing Orders.

5. You may make your complaint, about the council's procedures or administration, to the Clerk. You may do this by post or by email. The contact details for the Clerk are set out below for ease of reference. When making a complaint, you should provide a brief description of the nature of your complaint and that you wish the Council to respond to it, your name and contact details - otherwise the Council may not be able to deal with your concerns in accordance with this procedural document.
6. Please note that as part of any subsequent investigation you may be asked to provide to the Council copies of any documentation or other evidence to which you wish to refer.
7. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
8. 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 as a whole. The contact details of the Chairman are set out below for ease of reference.
9. The Clerk or the Council will investigate your complaint, obtaining further information as necessary from you and/or from employees or members of the Council.
10. 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 be extended - if it is, you will be kept informed.
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and usually within eight weeks you will be notified in writing of the outcome of the review of your original complaint.

#### Contact details

##### Clerk

Helen Broughton, 65 Court Road, Caterham Surrey CR3 5RH

[Clerk@caterhamhillparishcouncil.co.uk](mailto:Clerk@caterhamhillparishcouncil.co.uk)

##### Chair

Check the website for current Chair and contact details !