



CHOBHAM PARISH COUNCIL

The Clerk, Chobham Parish Pavilion, Recreation Ground, Station Road
Chobham, Woking, Surrey GU24 8AJ

Tel: 01276 856633

Email: clerk@chobhamparishcouncil.org Website: www.chobhamparishcouncil.org

CHOBHAM PARISH COUNCIL – COMPLAINTS PROCEDURE

1. The following procedure is adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council.
3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint and date.
4. The complainant will be asked to put the complaint in writing either by letter or e-mail to the Clerk to the Council at The Pavilion, Recreation Ground, Station Road, Chobham, Surrey GU24 8AJ or clerk@chobhamparishcouncil.org. The complaint will be acknowledged within 7 days of receipt.
5. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example), he/she should be advised to write to the Chair of the Council.
6. (a) On receipt of a written complaint, the Clerk to the Council or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. The Clerk of the Council will discuss the complaint with the Chair of Council before responding to the complainant. Any person complained about will be notified of the complaint and will be given an opportunity to comment. Efforts should be made to resolve the complaint at this stage.
(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he/she shall refer the complaint to the Chair of Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.
(c) All complaints relating to the Council's employees will be dealt with in accordance with the Council's grievance and disciplinary policies.
7. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
8. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council.



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9. As soon as possible after the decision has been made (and in any event not later than 10 days after the decision is made) the complainant will be notified in writing of the decision and any action to be taken.

10. The Council may defer dealing with any complaint if it is of the opinion that issues may arise on which further advice is necessary. The advice will be considered and the complaint dealt with after the advice has been received.

Approved by full Council on 24th June 2021.
To be reviewed June 2023