

# TEMPLETON PARISH COUNCIL

## COMPLAINTS PROCEDURE

**Adopted on: 21<sup>st</sup> January 2025**

**Review: May 2026**

1. Templeton 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 this 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.
  - This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
  
2. This Complaints Procedure **does not** apply to:
  - Complaints by one council employee against another council employee, or between
    - a Council employee and the council as employer.
  
3. Complaints against councillors. If a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Mid Devon District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Mid Devon District Council.
4. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person and bring a friend when doing so should you wish, by phone, or by writing to or emailing the Clerk. The contact details are on the website.
5. Wherever possible, the Clerk will try to resolve your complaint. If this is not possible, the Clerk will normally try to acknowledge your complaint **within fourteen days and try to resolve your complaint within twenty working days.**
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 Council.
7. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
8. 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.)**
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred back to the Council and **(usually within eight weeks)** you will be notified in writing of the outcome of the review of your original complaint.