

Little Missenden Parish Council - Complaints Procedure

Should you have a complaint or compliment regarding the Council we would like to hear from you. The following form will let you know how to complain and what happens once you make a complaint. It also informs you about who will be dealing with the complaint, how you are represented, when the decision is made and how you will be notified of the outcome. At all times the Council has a duty to act fairly. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.

Receiving feedback from local residents is the only way that we can continually strive to improve our services.

Our aims are:

- To make it easy and straightforward to make a complaint.
- Solve the problem as quickly as possible.
- To learn from our mistakes and to try to prevent problems from happening again.
- To strive and encourage good practices.

How to contact us regarding your complaint

Complaints or Compliments - your views matter to us...

You may email or write to us, and the contact details are as follows:-

Council Offices, 38 New Pond Road, Holmer Green, Bucks HP15 6SU,

Or email – clerk.lmpc@btconnect.com

What we will do when we hear from you regarding a Complaint

We will deal with any comments about the Council as quickly as possible and we will investigate your complaint thoroughly and fairly. We may be able to give you an answer straight away or we may need more time to investigate. We aim to acknowledge your correspondence in writing within *three* working days of receiving your correspondence and give you an answer within *five* working days following the next scheduled Council Meeting. If the matter is more complicated, we may need longer to fully investigate. We will always let you know if we required more time.

Sometimes it will not be appropriate to deal with all complaints from Members of the Public under our complaints procedure. Detailed in the table below are examples of complaints which will require *special consideration* and other procedures or bodies will have to be involved. If this is the case we will advise you of this.

Type of Conduct	Refer to
Any type of Financial Irregularity	Local Electors statutory right to object Councils audit of accounts pursuant to s. 16 Audit Commission Act 1988. On other matters, councils will need to consult their auditor / Audit Commission
Criminal Activity	The Police
Member conduct	In England if the complaint relates to a failure to comply with the Code of Conduct, this must be submitted to the standards committee of the relevant Principal Authority
Employee conduct	Internal disciplinary procedure

Confidentiality

We will make every effort to maintain confidentiality where particular circumstance demand (for example, information regarding third parties). Details will only be given to members of staff directly concerned.

The Council believes that all parties should be treated fairly and the process should be reasonable, accessible and transparent