

Leverington Parish Council Complaints Procedure

Adopted on

Confirmed 24/10/2023. This Complaints Procedure supersedes any previous document and will take effect immediately.

1. Leverington 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.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - 3.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - 3.2. Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 14 May 2019. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Fenland District Council. (D 3 in Standing Orders).
4. 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 post or email to the Council ten days 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.
5. You may make your complaint about the council's procedures or administration to the Clerk only. You may do this writing to or emailing the Clerk.
6. 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.
7. The Clerk will report complaints to the Council at the next available meeting. If not received within the ten days before the meeting it will be deferred to the following meeting.
8. The Clerk of the Council will investigate each complaint, obtaining further information as necessary from staff, members of the Council and the complainant.
9. The Clerk will notify you within 31 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 31 working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council again and (usually within eight weeks). This will be noted and reviewed at the next available opportunity. You will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Leverington Parish Council

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Cambs. PE14 9BN
leveringtonpc@gmail.com

The Chairman of Leverington Parish Council

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