

# **HORRINGER-cum-ICKWORTH PARISH COUNCIL**

[admin@horringer-pc.gov.uk](mailto:admin@horringer-pc.gov.uk)

## **Procedure for Dealing with Complaints against the Council**

### **Before processing a complaint**

1. All formal complaints against the Council must be communicated in writing. A form for this purpose is available on the Council's website under the link 'Making a Complaint'.
2. The complainant must be asked at the outset to confirm if he/she wants the complaint to be treated confidentially. This is included as a question on the complaint form. It is unlikely that the complainant will waive confidentiality but, even if they do, the Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
3. Complaints should normally be sent to the Administrator to the Parish Council, by e-mail to [admin@horringer-pc.gov.uk](mailto:admin@horringer-pc.gov.uk). If the complaint concerns the Administrator then it should be addressed to the Chairman of the Complaints Committee at the same address (marked 'Confidential') or by e-mail to [colin.knight@horringer-pc.gov.uk](mailto:colin.knight@horringer-pc.gov.uk)

### **Receipt of the complaint**

4. Receipt of a complaint will be acknowledged by e-mail within seven days, indicating the following information:-
  - Who will be dealing with the complaint (e.g. title of member of staff, a particular committee or sub-committee)
  - The timeframe for investigating the complaint
  - Whether there will be an opportunity for the complainant to make verbal representations (and bring a friend when doing so) and when this will occur
  - The timeframe for determining the complain
  - Whether there is an opportunity to appeal the outcome of the complaint and an explanation of the appeal process
  - Whether the complaint will be treated as confidential (most likely)
  - Confirm the next steps in the complaints procedure

### **Investigating the complaint**

5. The Council will investigate the facts of the complaint and collate relevant evidence.
6. If the complainant is to be invited to make verbal representations they will be invited to a meeting with the Administrator (or other nominated officer) or to attend a meeting of the Complaints Committee. Before the meeting, and within a specified period, the complainant shall provide the Administrator (or nominated officer or the Complaints Committee as applicable) with any new information or other evidence relevant to the

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complaint, and the Administrator (or nominated officer), or the Chairman of the Complaints Committee shall provide the complainant with new information or evidence relevant to the complaint.

## **Meetings with the complainant (if applicable)**

7. If the complainant is invited to a meeting, the Administrator, nominated officer or chairman of the meeting should explain how the meeting will proceed.
8. The complainant should outline the grounds for complaint and, thereafter, questions may be asked by the Administrator (or other nominated officer), or by members if a meeting with the Complaints Committee.
9. The Administrator (or other nominated officer) or the Chairman of the Complaints Committee will have an opportunity to explain the Council's position and questions may be asked by the complainant.
10. The Administrator (or other nominated officer), or as the case may be, the Chairman of the Complaints Committee, and then the complainant should be offered the opportunity to summarise their respective positions.
11. The complainant should be advised when a decision about the complaint is likely to be made and when it is likely to be communicated to them.

## **After the complaint has been decided**

12. Within four weeks of receipt of the complaint, the Council should write to the complainant with the outcome of the complaint, to include the following:-
  - Whether it has upheld the complaint, together with reasons for the decision
  - Details of any action to be taken
  - That there is no right of appeal

Adopted on January 2026

Review due January 2027