

**OWSTON FERRY PARISH COUNCIL**  
**Complaints Procedure**

<b>Name of Organisation</b>	<b>Owston Ferry Parish Council</b>
<b>Date Policy Approved</b>	<b>May 2026</b>
<b>Date of Next Review</b>	<b>May 2027</b>

It is always preferable that, in the first instance, complaints should be dealt with informally, it is also advisable that the complainant approaches the Clerk, to see if the complaint can be satisfactorily resolved.

If an informal resolution is not possible the complainant will be asked to put the complaint about the council's procedures or administration in writing to the Clerk.

If the complainant does not wish to put the complaint to the Clerk they may be advised it can be referred in writing to the Chairman of the Council.

The Clerk will acknowledge receipt of the complaint within 7 working days.

The Clerk will confirm to the complainant if the complaint will be treated as confidential (which is the most likely to be the case) and will confirm the next steps in the complaint's procedure.

The complainant will be invited to attend a relevant meeting and bring with them a representative if they so wish.

The complainant will be asked to provide the clerk with any new information or other evidence relevant to the complaint at least 7 clear days prior to the relevant meeting date.

**Meeting**

The Council shall consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the public and press but any decision on a complaint shall be announced at a council meeting in public.

The Chairman should introduce everyone and explain the procedure.

The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk and then (ii), members.

If relevant the Clerk will have an opportunity to explain the Council's position and questions maybe asked by (i) the complainant and (ii), members.

The complainant will be asked to leave the room while members decide whether the grounds for the complaint have been made. If a point of clarification is necessary, parties shall be invited back.

Complainant and other relevant parties will return to hear decision, or to be advised when decision will be made.

**After the Meeting**

Within 7 days, the council will write to the complainant to confirm whether or not it has upheld the complaint.

The council will give reasons for its decision together with details of any action to be taken by the council if this appropriate.