

## **Complaints procedure for use in complaints against Langwathby Parish Council**

### **Before processing a complaint:**

1. All formal complaints against Langwathby Parish Council must be communicated in writing.
2. The complainant must state if he/she wants the complaint to be treated confidentially. The Council will comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
3. Complaints to be addressed to the Clerk: Mrs S Fairlamb, 7 Low Farm, Langwathby, Penrith, CA10 1NH. Email: langwathbypc@hotmail.co.uk

### **Receipt of the complaint:**

4. Receipt of the complaint will be acknowledged in writing within one week of the date of receipt.
5. The next steps in the complaints procedure will be explained.

### **Investigating the complaint:**

6. The Parish Council will need to investigate the facts of the complaint and collate relevant evidence and advice.
7. The Parish Council's complaints procedure permits the complainant to make verbal representations, the complainant will be invited to the next Parish Council Meeting or a meeting arranged with a sub-committee - complaints (Clerk/Chairman and nominated Councillor). Before the meeting and within the period specified (i) the complainant shall provide the clerk with any new information or other evidence relevant to the complaint and (ii) the clerk shall provide the complainant with new information or evidence relevant to the complaint.

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

8. The Chairman of the meeting will explain how the meeting will proceed.
9. The complainant should outline the grounds for complaint and, thereafter, questions may be asked by chairman or by members if this is a parish council meeting or a meeting of the complaints committee.
10. The Chairman or nominated officer will have an opportunity to explain the Council's position and questions may be asked by the complainant.

11. The Chairman or nominated officer and then the complainant should be offered the opportunity to summarise their respective positions.
12. The complainant will 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:**

13. Within the timeframe agreed, 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 is appropriate.