

Arnside Parish Council Complaints Procedure

The following text is based on guidance provided by the Society of Local Council Clerks (SLCC) and the National Association of Local Councils (NALC)

ARNSIDE PARISH COUNCIL – COMPLAINTS PROCEDURE

1. Arnside 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 July 2014 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of South Lakeland District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer South Lakeland District Council.
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 writing to the Council 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 a complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
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. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council at the next meeting.
8. *You will be asked to give your contact details and details of your complaint including events, dates and names of those involved. If given verbally you will be asked to confirm that these details are correct preferably by email or in writing before the complaint is progressed.*
9. *Your complaint will be treated as confidential unless you choose to waive this right.*

10. The Clerk or the Chairman of the Council will notify you (*in writing*) within 20 working days of the outcome of your complaint (*or within 5 working days of the Council Meeting*) and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases this timescale may have to be extended. If it is, you will be kept informed.)
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Arnside Parish Council

Address: St Johns Cross Cottage
Sandside,
Milnthorpe
LA7 7HX

Telephone: 01539563661

Email: clerk@arnsidepc.org.uk.

Chairman

Councillor George Taylor

Address: 20 Kings Close
Arnside,
Carnforth
LA5 0DU

Telephone: 01524761899

Email: chair@arnsidepc.org.uk.

Adopted at Arnside Parish Council Meeting on the 10th October 2016.

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