

Heytesbury, Imber and Knook Parish Council

Complaints procedure

- 1 Heytesbury, Imber and Knook 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 will 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 The complaints procedure does not apply to complaints against councillors. Complaints against councillors should be made to the Monitoring Officer of Wiltshire Council if you consider a councillor may have been in breach of the council's code of conduct. The address, email, and phone number are set out below.

Address: The Monitoring Officer
Wiltshire Council
Trowbridge
Wiltshire
BA14 8JN

Email: governance@wiltshire.gov.uk

Phone number: 01225 718400

- 4 The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. There may be the opportunity to raise your concerns in public participation before council meetings. If you are unhappy with a council decision, you may raise your concerns with the council, but standing orders (the council's written rules) 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. You may do this in person, by phone, or in writing.
- 6 The Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will 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 chair of the council who will report your complaint to the council.

- 8 The Clerk or the council will investigate each complaint, obtaining further information as necessary from you.
- 9 The Clerk or the chair of the council will notify you of the outcome of your complaint and of what action (if any) the council proposes to take as a result of your complaint.
- 10 If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the council and you will be notified in writing of the outcome of the review of your original complaint.

Approved on 27 June 2023.