

WALBERSWICK PARISH COUNCIL

Clerk: Mrs Jane Gomm, Seaspray, Millfield Road, Walberswick, Southwold. Suffolk IP18 6UD
Tel: 01502 723294 Email: wppclerk@btinternet.com

Complaints Procedure

The following procedure should be followed by anyone wishing to make a complaint about Walberswick Parish Council.

If you are **dissatisfied with a response to a request for information** you have made pursuant to the Freedom of Information Act 2000, the Environmental Information Regulations 2004 or other similar legislation you should ask for an internal review by emailing or writing to the Clerk at wppclerk@btinternet.com or Seaspray, Millfield Road, Walberswick, Southwold, Suffolk IP18 6UD. You will be informed of the procedure followed in the internal review. If you are dissatisfied with the internal review or you have **not received a response to a written request for your personal data** pursuant to the Data Protection Act 1998 you should write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you have a complaint **about the conduct of a Councillor** you should write to The Head of Legal Services and Monitoring Officer, Suffolk Coastal District Council, Melton Hill, Woodbridge, Suffolk IP12 1AU.

If you are **an employee** your complaint will be dealt with in accordance with the Grievance or Disciplinary Procedure in force at the time of your complaint.

For complaints relating to the **Council's administration** the following procedures apply:

If you have a complaint **concerning the Clerk of the Council** you should email or write to the Chairman of the Council at wppclerk@btinternet.com or Seaspray, Millfield Road, Walberswick, Southwold, Suffolk IP18 6UD. This is the Clerk's home address and the postal address of the Parish Council. The Clerk will pass on the complaint as soon as possible to the Chairman. Please set out the basis of your complaint.

If you have **any other complaint about administration** you should email or write to the Clerk of the Council at wppclerk@btinternet.com or Seaspray, Millfield Road, Walberswick, Southwold, Suffolk IP18 6UD. Please set out the basis of your complaint.

Most complaints can be resolved informally and the Clerk and/or Chairman of the Council will attempt to do this with you either in writing or in person.

If it proves difficult to resolve your complaint informally, then as soon as reasonably possible, a committee of three Councillors will be formed (if possible, excluding any Councillors who have previously been involved with the issue the subject of the complaint) to hear you and make a decision on your complaint.

Before the meeting:

- The Council's insurer will be notified of your complaint.
- You shall be given ten clear working days notice of the date of the meeting of the committee (unless you indicate you are able to accept a shorter period of notice) to which you will be invited to attend together with a representative, if you wish.
- Seven clear working days prior to the meeting you shall provide the Council via the Clerk copies of any documentation you wish to refer to at the meeting.
- You will be given copies of documentation the Council wishes to rely on at least three clear working days prior to the meeting.

At the meeting the procedure shall be as follows:

- The Committee shall elect a Chairman who shall have the power should he/she think fit, to limit the time taken for people to speak.
- The Committee shall decide whether to exclude the press and the public.
- The Chairman shall introduce everyone and explain the procedure.
- You or your representative shall outline your complaint.
- Councillors may ask questions of you or your representative.
- The Clerk (or Chairman or Vice-Chairman of the Council, if more appropriate) shall outline the Council's position.
- Councillors may ask questions of the Clerk (Chairman or Vice-Chairman).
- The Clerk (Chairman or Vice-Chairman) shall make concluding remarks.
- You or your representative shall make concluding remarks.
- The Clerk (Chairman or Vice-Chairman) and you and your representative shall be asked to leave the room whilst the Committee decide whether the complaint is justified and if so what action to take.
- The Clerk (Chairman or Vice-Chairman), you and your representative shall be asked to return to hear the decision.
- If the press and public have been excluded they shall also be asked to return to hear the decision.

After the meeting:

- The decision will be confirmed in writing within ten working days together with any action to be taken.
- Minutes of the meeting will be prepared in an appropriate manner so they can be made publically available.

This Complaints Procedure was approved and adopted by Walberswick Parish Council at its meeting held on 16 January 2012.

