



## PIRBRIGHT PARISH COUNCIL

### Complaints Policy

#### Complaints should be addressed to:

The Clerk  
Pirbright Parish Council  
The Parish Shop  
The Green  
Pirbright  
Surrey  
GU24 0JT

**Phone:** 07485 411214

**Email:** [clerk@pirbright-pc.gov.uk](mailto:clerk@pirbright-pc.gov.uk)

Pirbright Parish Council is committed to providing its services efficiently and to a high standard for the benefit of the people who live, work in or are visitors to the Parish. We encourage individuals to bring any shortcomings to our attention so that we may:

- Have the opportunity to resolve the issue quickly and amicably
- Learn from our mistakes so that they may be prevented in future
- Review policies and procedures where necessary

If you are dissatisfied with the standard of service you have received from the Parish Council this Complaints Procedure sets out how you may complain to the Parish Council and how we shall try to resolve your complaint.

We take all complaints very seriously. Depending on the nature of the complaint it will be handled in various ways.

#### As an employee

- Complaints by one Parish Council employee against another Parish Council employee, or between a Parish Council employee and the Parish Council as an employer should be, in the first instance, directed to the Clerk who is the Council's Proper Officer.
- Complaints about the Clerk should be addressed to the Chairman of the Parish Council.

#### A Councillor

- Complaints against Parish Councillors. Complaints against Parish Councillors are covered by the Code of Conduct for Members adopted by the Council in April 2021 and, if a complaint against a Parish Councillor is received by the Parish Council, it will be referred to the Standards Committee of Guildford



Borough Council. Further information on the process of dealing with complaints against Parish Councillors may be obtained from the Monitoring Officer of Guildford Borough Council.

#### Financial irregularity

- Alleged financial irregularity. Local electors have a statutory right to object to the Parish Council's audit of accounts (Local Audit and Accountability Act 2014).

#### Alleged criminal activity

- Alleged criminal activity. This should be reported to Surrey Police.

This Complaints Procedure applies to complaints about Parish Council administration and procedures and includes complaints about how Parish Council employees have dealt with your concerns.

The appropriate time for influencing Parish Council decision making is by raising your concerns before the Parish Council debates and votes on a matter. You may do this by writing to the Parish Council in advance of a 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 each Parish Council meeting. If you are unhappy with a Parish Council decision, you may raise your concerns with the Parish Council. Standing Orders prevent the Parish Council from re-opening issues for six months from the date of the decision. Only in exceptional circumstances can Parish Councillors initiate the special process set out in the Standing Orders that allows a Parish Council decision to be revisited within the six-month decision period.

Complaints about procedures or administration should be raised with the Clerk who is the Proper Officer of the Parish Council. Mistakes and misunderstandings are normally resolved informally at the outset.

However, if the Clerk cannot resolve the concern or issue to your satisfaction, please follow the steps detailed below.

Please put your complaint in writing to the Clerk, detailing the procedure or administration you wish to complain about. If you do not wish to send the complaint to the Clerk, it may be sent to the Chairman.

1. The Clerk shall acknowledge the receipt of your complaint and advise you of the date of the meeting when the Parish Council will consider the matter.
2. You will be invited to attend the meeting and may bring with you such representatives as you wish.



3. At least 7 clear days before the meeting, you will need to provide Pirbright Parish Council with copies of any documentation or other evidence, which you may wish to refer to at the meeting. The Parish Council will similarly provide you with copies of any documentation upon which you may wish to rely at the meeting.
4. The Parish Council shall consider whether the nature of the complaint warrants the exclusion of the public and press from the meeting. The meeting will be as informal and friendly as possible, without prejudicing the need to properly consider the matter under discussion.
5. The following procedure will be followed:
  - The Chairman will introduce everyone
  - The Chairman will explain the procedure
  - You will be asked to outline the grounds of your complaint
  - If relevant, the Clerk will explain Pirbright Parish Council's position
  - Parish Councillors will then have the opportunity to question you and the Clerk
  - You and the Clerk will then be offered the opportunity of any last words
  - You and the Clerk will be asked to leave the room whilst the Parish Councillors decide whether or not the grounds for the complaint have been made, (if a point of clarification is necessary, both parties are to be invited back)
  - You and the Clerk return to hear the decision, or to be advised when the decision will be made
6. The announcement shall be made in public. Following the meeting, the decision shall be confirmed in writing within 20 working days, together with details of any action to be taken.

If a complainant has threatened to take legal action against the Parish Council or legal proceedings have already begun, the Parish Council will seek professional legal advice as to how to deal with the situation.