

**HERMITAGE PARISH COUNCIL
COMPLAINTS PROCEDURE
ADOPTED2018**

- 1.** Hermitage Parish Council is committed to providing a quality service to all residents of, and visitors to, Hermitage. If you wish to make a complaint about this service, about decisions made by the council or any other aspect of its work the procedures laid out below will be followed. Please note that, once the council has made a decision it must stand for six months before it can be revisited, as laid out in the council's Standing Orders.
- 2.** The council will endeavour to consider all complaints speedily, impartially and objectively.
- 3.** All complaints must be made in writing to the Clerk of the council or they will not be considered. If the complaint is about the Clerk, or the Clerk is implicated in the complaint, it must be directed to the Chairman. Only written complaints will be considered. For ease of reading, the Clerk will be considered the complaint receiver throughout this document.
- 4.** On receipt of a written complaint, the Clerk shall inform the Chairman immediately. If the complaint is about the Chairman, the Vice Chairman must be informed instead.
- 5.** The person whose behaviour or actions are being complained about must be informed and given the opportunity to comment on how the matter could be settled. If the complaint is about the Clerk or Chairman the matter must be referred to council.
- 6.** Having notified the person cited in the complaint the Clerk should try to settle the matter with the complainant unless the citation is against the Clerk when the Chairman should adopt this role.
- 7.** The Clerk or Chairman must report to the next meeting of the council any complaint settled directly with the complainant.
- 8.** Any complaint that cannot be settled directly must be brought to the next meeting of the council and the complainant informed by the Clerk when this will be. The council must consider whether the matter be considered in the absence of the press and public but any decision on the complaint must be announced in public at that council meeting.
- 9.** As soon as is practicable after the decision has been made it, and any action arising from it, must be communicated in writing to the complainant.
- 10.** Hermitage Parish Council is responsible for Furze Hill Local Wildlife Site, open spaces in Dines Way and Lipscomb Close, Pinewood and Furze Hill playgrounds, the recreation ground and sports equipment on it and the burial ground. Any complaint about these should be directed to the Clerk.
- 11.** Complaints regarding roads, pathways and public rights of way, litter and dog bins, planning applications, rubbish collections and other local services should be made to West Berkshire Council.
- 12.** Complaints regarding antisocial behaviour should be made to the police.