Spelsbury Parish Council Complaints Procedure

Adopted by Spelsbury Parish Council on 18 May 2021
Last approved on 05 May 2026

Spelsbury Parish Council is committed to providing a quality service for the benefit of the people who live and 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.

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

This Complaints Procedure does not apply to:

- complaints by one council employee against another council employee, or between a council employee and the council as an employer. These matters are dealt with under the council's disciplinary and grievance procedures.
- complaints against councillors. Complaints against councillors are covered by the "Code of Conduct". If a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at West Oxfordshire District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at West Oxfordshire District Council.

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 by 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 Standing Orders is followed.

You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, by completing the Compliments and Complaints Form, or by writing to or emailing the Clerk. The contact details are set out below.

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.

There may be circumstances when a complainant persists in wishing to proceed where there is no reasonable basis, or when the council has already taken reasonable action in response, or where some other process, whether through the courts or some other recognised procedure should or has been taken. This will be treated as an unreasonable or vexatious complaint. The Clerk will submit a summary of the issues to the council together with attempts made to resolve the complaint. In such circumstances the council will decide that no further action can usefully be taken to the complainant and will inform the complainant accordingly, making it clear that only new and substantive issues will merit a response.

Anonymous complaints will be considered on their merits according to the type and seriousness of the complaint.

The Clerk will keep a record of all complaints received and will present an annual summary to the council.

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.

The Clerk or the council will investigate each complaint, obtaining further information as necessary from you or members of the council.

The Clerk or Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the council proposes to take as a result of your complaint. (In exceptional circumstances the 20 working days timescale may have to be extended. If it is, you will be kept informed.)

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 Spelsbury Parish Council
Address: 6 Manor Court
Chadlington
Oxon
OX7 3LW

Telephone: 07712 003627
Email: clerk@spelsbury-pc.gov.uk

The Chairman of Spelsbury Parish Council
Email: jack.blackwell@spelsbury-pc.gov.uk