



Policy Name: COMPLAINTS PROCEDURE
 Policy Reference: FCC-07

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Version	Date Adopted	Next Review Date	Reason for change (new, full rewrite, minor change) to reflect legislation.
1	18-05-23	May 24	NEW
1		May 25	Minor-changed parish to community council.

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1. Purpose this Policy

Sets out the procedure for raising a complaint about the actions of the Community Council.

2. Definition

You can complain if you feel that the Community Council has:

- 2.1 Done something wrong.
- 2.2 Done something it should not have done.
- 2.3 Failed to do something it should have done.
- 2.4 Behaved unfairly.
- 2.5 Not carried out a service to an agreed standard.
- 2.6 Not responded to your request within our stated timescales as set out under the Procedure below.
- 2.7 You can also complain if you feel there is an alleged breach of the Code of Conduct by an Individual Councillor.

3. Complaints Procedure

3.1 Stage 1 Verbal

In most cases problems can be sorted out quickly and satisfactory at stage 1. Simply speak directly to the Officer(s) involved, telling them why you are dissatisfied or, if you prefer, you can write a letter saying what your complaint is and what you think ought to be done.

Telephone Number: 01908 736899

3.2 Stage 2 Written

Addressed to: The Clerk, Fairfield Community Council, 19 Dartmouth Drive, Broughton, Milton Keynes, MK10 9WH.

Email address to: clerk@fairfields-pc.gov.uk

- a) Where you are not satisfied with what has been done or the problem continues, please send a formal written letter/email addressed to the Clerk (or Chair if the complaint is about the Clerk) of the Community Council, outlining the grounds for your complaint and whether you wish your complaint to be treated confidentially or not.
- b) The Community Council will acknowledge your complaint in writing within three working days of receipt of the complaint and will confirm who will be dealing with your complaint (NOTE: if the Clerk is away on holiday, then your complaint will be dealt with within three working days following their return).
- c) Depending on the severity of the complaint, the Community Council will take 10 working days to investigate and respond back to you.
- d) If you are not happy with the outcome of the complaint, you have the right of appeal.

3.3 Stage 3 Right of Appeal

- a) Send a written letter/email addressed to the Chair of the Community Council, asking for a further investigation, which will be carried out by the Chair, minuted and discussed at the next published Community Council meeting.
- b) The Chair will acknowledge your appeal in writing within three working days.
- c) Your appeal will be discussed in full Council at the next published Community Council meeting and their decision will be final. (Meetings are published on our website and notice boards within the Community).

3.4 Stage 4 Complaining to the Local Government Ombudsman (LGO)

If you are not satisfied with the outcome of your appeal, then you can send your complaint to the Local Government Ombudsman (LGO) for further investigation.

The legislation is contained within sections 26 and 27 of the Local Government Act 1974 ('the Act').

4. **Complaints against Councillors**

The Fairfield Community Council complaints procedure does not cover complaints against an individual Councillor.

If you wish to make a complaint about the behaviour of an individual Councillor, you must write to:

The Standards Committee
C/O The Monitoring Officer
Milton Keynes Council Civic Offices
1 Saxon Gate East
Central Milton Keynes
MK9 3EJ

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor. It will not deal with complaints about matters that are not covered by the Councillors Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct