

# Bawdeswell Parish Council Complaints Procedure

- Bawdeswell Parish Council takes all complaints and feedback seriously. It helps us provide an efficient and effective service for the people of Bawdeswell.
- The aim of this procedure is to ensure that all complaints from members of the public are handled swiftly and courteously to a resolution acceptable to all parties.
- Internal staff complaints are covered by the separate Grievance Policy.
- Anonymous complaints will be filed but not responded to.
- Repetitive complaints from the same individual may lead to the complainant being categorised as vexatious, with limitations on further responses.

## Procedure

- General complaints should be made in writing or via email and should be addressed to the Parish Clerk.
  - On receiving a complaint, the Parish Clerk shall try to settle the complaint directly.
  - The Parish Clerk will establish further detail as required and report back findings as swiftly as possible to the complainant and seek the complainant's assurance that their complaint has been dealt with. If necessary, the complainant shall be kept informed of progress and estimates of future timescales should be provided.
  - Records of all complaints are to be kept
  - The complainant always has the option of escalating any complaint to the Chairman of the Council for further investigation and resolution.
  - If no other resolution can be found, the complaint should be brought to a Council meeting for formal discussion and resolution.
  - The Parish Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Parish Clerk shall notify the complainant of the date of the meeting. The complainant will be offered the opportunity to explain the nature of the complaint to the meeting.
  - The Parish Clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a Council meeting in the absence of the press and public, the decision on the complaint shall be announced at the Council meeting in public.
  - The Parish Clerk will communicate in writing the decision that has been made by the Council and the nature of any action taken by the Council. All complaints must be dealt with in writing (either by post or via email)
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- If the complaint is against the actions of the Clerk, it should be submitted in writing to the Chairman and will be considered as an employment issue. The Chairman will present the complaint to the Council for consideration. Further action is covered by the separate Disciplinary Policy.

- Complaints about Councillors or Council procedures, if they cannot be swiftly resolved through discussion, should be referred to:

Breckland District Council's Monitoring Officer  
Elizabeth House  
Walpole Loke  
Dereham  
Norfolk  
NR19 1EE

**If you have a complaint you can contact us in the following ways:**

- Via letter to:

Bawdeswell Parish Council  
White House  
Pettywell  
Reepham  
Norfolk  
NR10 4RN

- Tel: 01603 870480
- Email: [bawdeswellpc@hotmail.com](mailto:bawdeswellpc@hotmail.com)