

## CHART SUTTON PARISH COUNCIL

### COMPLAINTS PROCEDURE

#### Introduction

Chart Sutton Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. The Parish Council is determined to conduct its business in a fair and equitable manner and where complaints arise the Council will attempt to resolve them by informal discussion.

In the event that this is unsuccessful, a formal complaint may be made.

#### Formal Complaints

If a formal complaint is to be made the complainant should write to the clerk giving full details of the matter and include any documentation or evidence relating to the complaint. The Clerk will formally record the date the complaint was received and send an acknowledgement within seven days of receipt.

The complaint will be investigated by either the Chairman (or in the Chairman's absence, the Vice Chairman) or if the complaint involves the conduct of the Chairman and/or Vice Chairman, by a designated member of the Council. A report of the findings will be produced for the complainant and for the Parish Council with any proposed remedy.

The report may be accepted, rejected or amended by the Parish Council which may decide to discuss the matter with the complainant directly at the time of the consideration of the report. The complainant may bring a representative with them to the meeting.

At all times the complaint will be dealt with in confidence and with due regard to non-disclosure of exempt information.

In the event that the complaint cannot be resolved through the Internal Complaints Procedure, the complainant will be advised in writing of their right to pursue the matter with the Standards Committee of Maidstone Borough Council.