

# St Andrews Parish Council

Redhouse Community Centre, Frankel Avenue, Swindon SN25 2GY

## COMPLAINTS PROCEDURE

Adopted: 22<sup>nd</sup> June 2022

1. St Andrews Parish Council is committed to providing a quality service for the benefit of the people who live or 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 they will try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
  - 3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 18 May 2022.
4. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Swindon Borough Council.
5. 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 or 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 reviewing decisions for six months from the date of the meeting, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
6. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council. The contact details for the Chair are available on the Parish Council's noticeboards and website.
8. Wherever possible, the Clerk or the Chair of the Council will try to resolve your complaint immediately.
9. If this is not possible, you will be asked to put your complaint in writing by letter or email.
10. The Clerk will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
11. The Clerk will inform you of the date of the Meeting that will consider the complaint. You will be invited to attend the meeting and make representation. Seven days prior to the meeting any documentation or other evidence that you wish to refer to at the meeting should be made available to the Council. The Council shall similarly provide you with copies of their documentation.
12. The Council shall consider whether the circumstances of the complaint warrant the exclusion of the public and press from the meeting.

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13. At the Meeting you will be asked to outline the grounds for complaint. Members will be able to ask you questions concerning the complaint and if relevant, the Clerk will be asked to explain the Council's position.
14. At the Meeting you will be asked to leave the room (if appropriate) while the Members decide whether the grounds of the complaint have been made.
15. You will be invited back to the Meeting to hear the decision of the Council, or be advised when a decision will be made.
16. The decision of the Council will be confirmed in writing within seven working days of the meeting together with details of any action to be taken.

## Contact Details:

Clerk to the Council: Emma Sylvester  
Tel: 07900 631 733  
Email: [clerk@standrews-pc.gov.uk](mailto:clerk@standrews-pc.gov.uk)  
Address: Redhouse Community Centre  
Frankel Avenue  
Swindon SN25 2GY