

BISHAM PARISH COUNCIL

Clerk: Barry Malki
email: clerk@bishamparishcouncil.org.uk

Complaints Procedure 2021-24

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council for consideration.

2. This procedure does not cover complaints about the conduct of a Member of the Parish Council. Complaints of this type should be directed to the Royal Borough of Windsor and Maidenhead Monitoring Officer.
(democratic.services@rbwm.gov.uk).

3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.

4. The complainant will be asked to put the complaint in writing (letter or email) to the Clerk to the Council at;

Bisham Parish Council
C/O 12 Edward Road
Irchester
NN29 7BN

clerk@bishamparishcouncil.org.uk

The complaint will be dealt with in a Part 2 session of the following Council Meeting if it arrives no more than 14 days prior to the meeting. Council Meetings take place on the third Monday of every Month, and a complaint must be submitted before the preceding Wednesday. A complaint submitted after this time will be considered at the following month's meeting.

Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.

5. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair (for the 22-23 Municipal Year, the complaint should be addressed to Cllr Jim Cooke).

6.(a) On receipt of a written complaint, the Clerk to the Council (except where the complainant is about his or her own actions) or Chair of Council (if the complaint

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relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.

(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he or she shall refer the complaint to the Chair of the Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.

7. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.

8. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next eligible meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered.

9. The Council will consider the matter in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.

11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.

12. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.