BRINKLEY PARISH COUNCIL

Complaints Policy

Brinkley 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 we shall try to resolve your complaint.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

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.
2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members reviewed and adopted by the council in September 2025. Complaints against a member of the Parish council should be made to the Monitoring Officer at East Cambridgeshire District Council.

Making a complaint

(The person making the complaint will be referred to as "the complainant")

All formal complaints must be communicated in writing and should confirm if there is a request for the complaint to be treated confidentially. This must be sent by email to the clerk at clerk@brinkleyparishcouncil.gov.uk. Should a complainant not wish to report directly to the Clerk, or should the complaint relate to the actions of the Clerk, then it must be sent to the Chair of the Parish council whose details will always be available on the website. This initial communication will be acknowledged by the Clerk or the Chair within 14 working days from receipt.

The clerk will investigate all complaints other than those made about themself which will be investigated by the Chair and Deputy chair of the Parish council.

The council shall not pursue or investigate any anonymous letters or complaints against the council, individual Councillors, or the Clerk on matters it does not consider to be serious.

Should a very serious criminal allegation be received then legal advice will be sought.

Procedure

1. Upon receipt of a written complaint the Clerk will investigate and will obtain further information as necessary from staff members, Councillors, or other relevant persons.

2. Within 28 working days from receipt of the complaint, the Clerk (or Chair) will notify the complainant of the outcome of the complaint and what action (if any) the council proposes to take as a result. In exceptional cases the 28 days may be extended but the complainant will be kept fully informed if this occurs.

3. The outcome of any written complaint will be reported to the next meeting of the Full Council.

4. If the complainant remains dissatisfied, then they may ask for the matter to be referred to Full Council who will conduct a review of the original complaint. The complainant will be advised of the date of the meeting where the matter is to be considered.

5. The council must consider whether the circumstances warrant the matter being considered in the absence of the press and public, but any decision on a complaint shall be announced in a public meeting.

6. Complainants will be notified of the outcome of the review within 8 weeks of the referral to Full Council.