

HOVETON COMMUNITY COUNCIL COMPLAINTS POLICY and PROCEDURE



Purpose of this Policy

This policy sets out the procedure for raising a complaint about the actions of the Community Council. This applies whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council. The Complaint Policy is for residents who live in or near the Hoveton Community Council's area, and who are affected by the Council decisions. It is also for other individuals or organisations or unincorporated bodies, affected by Council business.

The Complaints Policy does not relate to complaints received about services delivered by North Norfolk Council, Norfolk County Council or any other body.

Definition:

A complaint can be

- An expression of dissatisfaction about the Council's actions or lack of action
- About the standard of a service
- An administrative fault such as not following procedures
- About standing orders
- Making a mistake
- Or an alleged breach of the Code of Conduct by an Individual Councillor.

Complaints Procedure:

1. Stage 1

In most cases problems can be sorted out quickly and satisfactory by simply speaking directly to the Officer(s) involved, telling them why you are dissatisfied or, if you prefer, you can write a letter or email saying what your complaint is and what you think ought to be done

2. Stage 2

- a. If you are not satisfied with the initial response or the problem continues, please send a formal written letter/email addressed to the Clerk (or Chair if the complaint is about the Clerk) of the Community Council, outlining the grounds for your complaint and whether you wish your complaint to be treated confidentially or not.

Email: clerk@hoveton-cc.gov.uk

- b. The Community Council will acknowledge your complaint in writing within five working days of receipt of the complaint and will confirm who will be dealing with your complaint (NOTE: if the Clerk is away on holiday, then your complaint will be dealt with within five working days following their return)
- c. If you are not happy with the outcome of the complaint, you have the right of appeal

3. Stage 3

- a. If you are not satisfied with the handling of the complaint or outcome, you can appeal by letter/email addressed to the Chair of the Community Council, asking for a further investigation, which will be carried out by the Chair, minuted and discussed at the next published Community Council meeting. If your complaint is about the Chair, you can address the Vice Chair
- b. The Chair (or Vice chair) will acknowledge your appeal in writing within five working days
- c. Your appeal will be brought to the next full council meeting. Dates of meetings and the agendas are published on HCC's website and displayed on noticeboards in Hoveton

4. Stage 4

- a. If you are not satisfied with the outcome of your appeal, then you can send your complaint to the Local Government Ombudsman (LGO) for further investigation
<https://www.lgo.org.uk/>

5. Complaints against Councillors

This complaints procedure is for complaints against the Council not about the behaviour of individual Councillors. The Monitoring Officer can deal with complaints about the behaviour of a Councillor. It will not deal with complaints about matters that are not covered by the Councillors Code of Conduct. Complaints must be about a Councillor's failure to follow the Code of Conduct.

If you wish to make a complaint about the behaviour of an individual Councillor, you must write to:

The Monitoring Officer
North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN