

WEST ALVINGTON PARISH COUNCIL COMPLAINTS POLICY **2023**

FOR USE IN COMPLAINTS AGAINST THE COUNCIL; this sheet accompanies the model complaints procedure outlined in NALC legal topic no. LTE 9E which is adopted as best practice by this Council.

West Alvington Parish Council confirms that, before processing a complaint, all formal complaints against it must be communicated in writing. No standard form is required.

The complainant is asked at the outset to confirm if he/she wants the complaint to be treated confidentially. This status will be confirmed in the acknowledgement of receipt of complaint.

This procedure and accompanying LTE9E is readily available on request from the Clerk to the Council.

Complaints should be sent to

westalvingtonpc@gmail.com or by post to

- The Clerk, West Alvington Parish Council
- c/o 169 Cumber Close
- Malborough
- Devon
- TQ7 3DE

If the complaint concerns the Clerk, it should be sent to the Chairman of the Parish Council, c/o the same address.

Receipt of the complaint will be acknowledged in writing within five (5) working days.

The Chairman of the Council will deal with and progress the complaint. If the complaint is against the Chair two Parish Councillors and the Clerk will progress the complaint.

A response/resolution will be made within fourteen (14) days of acknowledgement of receipt of claim.

If this response is not satisfactory there is an opportunity for the complainant to make further and verbal representations (and bring a friend when doing so) on request.

Any subsequent appeal or escalation of a complaint against the Council should be addressed to South Hams District Council.

West Alvington Parish Council

Ref: LTE9E

May 2023