# ST MINVER HIGHLANDS PARISH COUNCIL

## St Minver Highlands Parish Council: Complaints Handling Procedure

**Adopted and approved by the council on 11th March 2025**

St Minver Highlands Parish Council recognises that from time to time there will be concerns expressed by members of the public over the activities of the council or one of its members or employees. To address these issues the Council has adopted a procedure for the handling of complaints. This procedure allows people to have a form of address to the Council is they feel they have a complaint or have been unfairly treated in their dealings with the Council staff, Councillors, the Council or its Committees.

### Verbal Complaints

1) On receipt of a complaint by telephone, letter, fax or email the clerk will try to satisfy the complainant immediately or as soon as is practicable.
2) If the clerk is unable to answer the complaint immediately, then full details of the complaint, together with the complainants' telephone number etc will be recorded (should consent be received for such) so that a further response can be made as soon as possible.
3) If a verbal response is unable to satisfy, then the clerk/ member will ask that the complaint be put in writing in order that it can be investigated more fully.

### Written Complaints

1) On receiving a written complaint, the clerk shall try to settle the complaint directly.
2) If the complaint is about the behaviour of a member or employee of the Council, the clerk must also notify the person and offer the opportunity for comment on the way it is intended to try and settle the complaint.
3) If necessary. The clerk will send a holding letter to the complainant to allow further time to address the issues raised.

4) The clerk of Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the clerk shall notify the complainant of the date of the meeting.
5) The clerk shall consult with the Chairman/Vice Chairman to consider whether the written complaint warrants discussion at a council meeting in the absence of the press and public, with the decision on the complaint announced at the Council meeting in public.
6) The clerk will communicate in writing the decision that has been made by the council and the nature of any actin taken by the council.

**Complaints against an officer of the Council**

1) Any complaint against an officer must be submitted in writing.
2) If the complaint is against the actions of the clerk, it should be submitted in writing to the Chairman.
3) If the complaint is made against the actions of an employee, it will be considered as an employment issue and the clerk will present the complaint to the Staffing committee of the Council for considerations at a meeting held in the absence of the press or public.
4) If the complaint is made against the actions of the clerk, it will be considered as an employment issue and the Chairman will present the complaint to the Staffing committee of the Council for consideration held in the absence of the press or public.
5) The Complainant may be invited to attend part of the meeting to explain the nature of their complaint, in the absence of the public and press.
6) Persons mentioned in the complaint will have the opportunity to explain the nature of their actions to the meeting, in the absence of the public and press.
7) The result of any council consideration of a complaint will be announced at a Council meeting in public.

**Complaints against a Member of the Council**

Parish and Town Councillors sign up to a Code of Conduct on taking office. The Council is UNABLE to investigate complaints against any of its members. If you wish

to submit a complaint for breach of this code this should be done via the Monitoring Officer at Cornwall Council.

Further information can be accessed from www.cornwall.gov.uk

**Complaints against the council as a Data Controller**

If you have a complaint regarding the way your personal data has been processed you may make a complaint to St Minver Highlands Parish Council Data Information Officer: clerk@stminverhighlands-pc.gov.uk and the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113

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