



COMPLAINTS POLICY

1. The Parish Council may receive complaints about its administration, procedures, officers or councillors (members).
2. Complaints can be categorised into four areas:
 - a. Complaints relating to Parish Council Staff.
 - b. Complaints relating to Parish Council Members.
 - c. Complaints relating to Parish Council Services.
 - d. Complaints relating to Parish Council Business.
3. All complaints made to the Parish Council shall be in writing, either in letter or email signed and dated by the complainant and will be logged by the Parish Manager and acknowledged within 10 working days.
4. In all instances, complaints relating to the Parish Council shall be reported to the next Parish Council meeting.
5. **Complaints relating to Parish Council Staff** shall be referred to the Parish Council's Staffing Committee for investigation and resolution.
6. **Complaints relating to Parish Council Members.** Under the terms of the Localism Act (2011) Ashford Borough Council is our *Principal Authority*, whose duty it is to investigate alleged breaches under their Kent Code of Conduct for Members.
7. Kingsnorth Parish Council has adopted this Kent Code of Conduct for Members as published by our *Principal Authority* and therefore complaints relating to a Parish Council Member shall be referred to the *Principal Authority*. (Ashford Borough Council's lead in complaints relating to members is the Monitoring Officer).
8. In all matters of complaints relating to people, an initial attempt at reconciliation will be sort, before escalating the complaint to the Staffing Committee or Monitoring Officer.
9. **Complaints relating to the Parish Council Services and Business.** The Parish Manager shall make an initial assessment of the complaint and categorise it into a service request or procedural complaint against the Parish Council and will inform the Chair of his assessment.
10. **A complaint relating to a Parish Council Service** shall be addressed/resolved in the first instance by the Parish Council staff.
11. Should the complaint about Parish Council Services involve financial implications then it shall be escalated to the Parish Council for resolution.
12. **Complaints relating to Parish Council Business** shall be reported to the Chair who may form an ad-hoc complaints committee to investigate the complaint.
13. The complainant shall be invited to attend with representation as required to any meeting where their complaint is being determined.
14. Should a complaint be deemed by the Parish Council to be Habitual or Vexatious, then the complainant shall be informed in writing and the Parish Council will decline further contact with the complainant regarding the original complaint.
15. Parish Council meetings (including the Complaints Committee) shall be conducted in accordance with Kingsnorth Parish Council's Standing Orders.