

CHILHAM PARISH COUNCIL

Policy CPC/OTH04 – Grievance Policy

Chilham Parish Council is committed to providing a high quality service to the residents, businesses and organisations of Chilham, Shottenden and Old Wives Lees. However, if you are dissatisfied with the action, lack of action or quality of a service for which Chilham Parish Council is responsible, this document sets of the procedure for making a complaint.

Informal complaints:

Chilham Parish Council welcomes feedback, either positive or negative, in order to improve its services. Feedback can be provided by:-

- (i) Speaking to any member of CPC or the Clerk
- (ii) Writing to or emailing any member of CPC or the Clerk

Where possible, we will try to resolve the matter informally through the normal channels of communication.

Formal complaints:

Formal complaints must be made in writing. A 'Complaint Form' can be found below and is available on CPC's website. The Complaint Form should be sent to the Clerk of the Council or the Chairman (if the complaint relates to the Clerk). If the complaint relates to both the Clerk and the Chairman, the Complaint Form can be sent to any member of the Council.

Once a Complaint Form has been received, we will take the following action:-

- (1) Within 5 working days, we will acknowledge receipt of your Complaint Form, using your preferred method of communication (post or email). We will appoint a member of the Council to investigate your complaint.
- (2) Within 20 working days, we will complete our investigation and inform you of our response. If we need more time to investigate the complaint, we will keep you informed.

If you are not happy with the response following the initial investigation, we will refer the complaint to the Ward Member of Ashford Borough Council, requesting that the investigation is reviewed.

- (1) Within 5 working days, the information gathered during the initial investigation will be passed to the Ward Member and you will receive an acknowledgement from the Ward Member that your complaint has been referred.
- (2) Within 20 working days, the Ward Member will complete their investigation and inform you of their response. If they need more time to investigate the complaint, they will keep you informed.

Should you remain dissatisfied following our complaints procedure, you may wish to contact the Local Government Ombudsman. You can call them on 0300 061 0614 or write to them at Local Government Ombudsman, PO Box4771, Coventry, CV4 0EH.

If your complaint relates to the conduct of a parish councillor, you can also contact Ashford Borough Council. Please go to www.ashford.gov.uk/councillor-complaints or you can write to The Monitoring Officer, Legal & Democratic Services, Ashford Borough Council, Civic Centre, Tannery Lane, Ashford, TN23 1PL.

Chilham Parish Council - Complaint Form	
Your Name	
Your Address	
Your Postcode	
Your telephone number	
Your email address	
Preferred method of communication	Post <input type="checkbox"/> Email <input type="checkbox"/>
Please describe the nature of your complaint, including relevant events, dates, and names of members, staff or contractors of Chilham Parish Council.	