



# Sedbergh Parish Council

## Complaints Procedure

Sedbergh Parish Council is committed to providing a high standard of service – we always try to do the best we can with the resources we have available, but sometimes we may make mistakes. However, we aim to learn from those mistakes and the complaints procedure is seen as a very important part of our continuous improvement programme. Should you be unhappy in any way, then please tell us.

### How to Complain:

If you are unhappy about an action or lack of action by the Parish Council or a service that we have or have not provided, or if you feel you have been treated unfairly then this is a complaint. You can make your complaint in person or in writing. Alternatively, someone else, such as a friend or a District or County Councillor, can do this for you on your behalf.

### Complaints Procedure – Stage 1

Initially your complaint should be made verbally or in writing to the Clerk to the Parish Council at 72 Main Street, Sedbergh LA10 5AD. Email: [clerk@sedberghparishcouncil.org.uk](mailto:clerk@sedberghparishcouncil.org.uk) Phone: 015396 20125

- A written acknowledgement will be issued by the Clerk upon receipt of the complaint.
- An investigation into the complaint will be carried out by the Clerk with advice, if required, from the Chairman of the Council or the Chairman of the appropriate Committee of the Council.
- A written response will be issued within 10 working days.

### Complaints Procedure – Stage 2

If you are not satisfied with how your initial complaint has been handled, or with the outcome under Stage 1, you should then fill in an official complaint form, which is available from the Clerk.

- You will receive an acknowledgement that your complaint has been received;
- The Policy & Resources Committee of the Parish Council (comprising the Chairman and three members of the Council) will fully investigate the matter and may meet you to discuss the complaint (if requested by you, or if considered necessary to clarify points of information).
- You will receive a written response to your complaint within 15 working days of its receipt.

### Complaints Procedure – Stage 3

If you are unhappy with the written response you receive, and subject to any confidentiality issues, you are entitled to attend the full meeting of the Council when the outcome of the Committee is reported and to make representations at that meeting. In addition, it should be noted that every elector has the right to raise any matter affecting parish business at the annual parish meeting.