

## **Tittleshall Parish Council Complaints Policy**

Complaints are valuable because they provide a chance to put things right if there has been an error and to make sure that the same mistake is not repeated. It is essential that complaints are dealt with positively.

The Parish Council is anxious to hear people's comments and is committed to making full use of complaints information to contribute to continuous service improvement.

**Complaints will only be actioned if they are received directly by the complaints officer, via the complaints procedure. If a complaint is passed to a councillor then this will not be seen or treated as an official complaint and will not be investigated.**

### **Definition of a complaint**

A complaint is any expression of dissatisfaction, made about the standard of service, actions or lack of action by the Parish Council which affects an individual.

The complaints procedure will deal with matters of maladministration, ie if the Parish Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:

- Neglect or unjustified delay
- Malice, bias, or unfair discrimination
- Failure to tell people their rights
- Failure to provide advice or information when reasonably requested
- Providing misleading or inaccurate advice
- Inefficiency, ineffectiveness, bad and unprofessional practice or conduct.

What the complaints procedure will not deal with:

- Complaints for which there is a legal remedy or where legal proceedings already exist
- Complaints about employment matters – the Parish Council operates alternative procedures to deal with grievances or disciplinary matters against staff

### **Equal Opportunities**

The Parish Council is committed to equal opportunities. Complaints feedback will be used to highlight discriminatory practices, and to promote equality of opportunity.

Complaints by members of the public of discrimination and/or harassment against the Parish Council will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

### **Complaints Officer**

The Complaints Officer for the Parish Council is the Clerk.

Adopted September 2025, Item 12.4, to be reviewed in September 2028

