



Great Wyrley Parish Council Complaints Procedure Policy

Document Control

Version 1.0
Adopted by Great Wyrley Parish Council
Adoption Date 2nd September 2026
Responsible Officer Clerk to the Council

1. Purpose

Great Wyrley Parish Council aims to provide high-quality services and conduct its business openly, fairly and professionally.

This Complaints Procedure explains how complaints about the administration, procedures or actions of the Council will be handled.

The Council welcomes feedback and regards complaints as an opportunity to improve its services.

2. Scope

This procedure applies to complaints concerning:

- the administration of the Council;
- Council procedures;
- the standard of service provided;
- failure to follow adopted Council policies;
- the conduct of Council employees.

3. Matters Not Covered

This procedure does **not** apply to:

a) Complaints about Councillors

Complaints that a councillor has breached the Code of Conduct must be made to the Monitoring Officer at South Staffordshire Council in accordance with the authority's standards arrangements.

b) Financial Matters

Issues relating to the Council's accounts are dealt with through statutory audit procedures.

c) Planning Decisions

The Council is a statutory consultee only. Complaints regarding planning decisions must be directed to the relevant planning authority.

d) Employment Matters

Complaints by employees are dealt with under the Council's Grievance Procedure.

e) Freedom of Information or Data Protection

Requests for information and complaints concerning information rights are dealt with under the relevant legislation.

f) Anonymous Complaints

Anonymous complaints will normally not be investigated unless there is clear evidence of serious misconduct or safeguarding concerns.

g) Vexatious, Persistent or Abusive Complaints

The Council reserves the right to manage unreasonable complainant behaviour in accordance with any adopted Unreasonable or Persistent Complaints Policy.

4. Informal Resolution

Where possible, complaints should first be raised informally with the Clerk.

Many issues can be resolved quickly without the need for a formal complaint.

Where the complaint concerns the Clerk, it should be addressed to the Chair of the Council.

5. Making a Formal Complaint

Complaints should be submitted:

in writing;

by email;

by completing the Council's complaint form

The complaint should include:

- the complainant's name and address;
- contact details;
- the nature of the complaint;
- relevant dates;
- supporting evidence where available; and
- the outcome sought.

Complaints should normally be made within 12 months of the event complained about.

6. Acknowledgement

The Council will:

- acknowledge receipt within 5 working days;
- advise who will investigate the complaint; and
- provide an expected timescale.

7. Investigation

The Clerk (or Chair where appropriate) will investigate by:

- reviewing relevant documents;
- speaking with those involved;
- obtaining any necessary evidence.

If the complaint concerns the Clerk, the Chair will undertake or oversee the investigation.

If appropriate, the Council may appoint an independent investigator.

8. Timescales

The Council aims to issue a written response within:

20 working days

Where this is not possible, the complainant will be informed of:

- the reason for the delay; and
- a revised completion date.

9. Complaints Committee Hearing

If the complainant remains dissatisfied, they may request that the matter be considered by a Complaints Committee or by Full Council (excluding anyone directly involved).

The complainant should request this within **20 working days** of receiving the initial decision.

The Council will normally arrange the hearing within **30 working days**.

10. Hearing Procedure

The complainant will:

- receive at least 7 days' notice;
- be invited to attend;
- be entitled to bring a representative or companion;
- have the opportunity to explain the complaint;
- be able to ask questions where appropriate.

The Council may:

- ask questions;
- consider documentary evidence;
- deliberate in private where legally appropriate.

The Council will determine whether:

- the complaint is upheld;
- partially upheld; or
- not upheld.

11. Outcome

The written decision will normally be issued within **10 working days** of the hearing.

Where appropriate, the Council may:

- apologise;
- explain what happened;
- review procedures;
- introduce staff training;
- amend policies;
- take other reasonable corrective action.

Where legislation prevents disclosure of employment or confidential matters, the Council may be unable to provide full details.

12. Final Stage

The Council's decision following the hearing is final.

Where appropriate, complainants may seek independent legal advice or use any statutory remedies available to them.

13. Confidentiality

Complaints will be handled confidentially as far as reasonably possible.

Information will only be shared where necessary to investigate the complaint or where required by law.

Personal information will be processed in accordance with data protection legislation.

14. Records

The Clerk will maintain a confidential register of complaints including:

- date received;
- nature of complaint;
- actions taken;
- outcome;
- lessons learned.

Records will be retained in accordance with the Council's Retention Policy.

15. Equality

The Council is committed to ensuring that this procedure is accessible to everyone.

Reasonable adjustments will be made where required.

Alternative formats can be provided on request.

Complaint Process Flow

1. Complaint received.
 2. Acknowledged within 5 working days.
 3. Investigation undertaken.
 4. Written response within 20 working days where possible.
 5. If dissatisfied, request review within 20 working days.
 6. Hearing before Complaints Committee or Full Council.
 7. Final written decision issued within 10 working days.
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Contact

Clerk to Great Wyrley Parish Council

Great Wyrley Parish Council
Great Wyrley Community Centre
Landywood Lane
Great Wyrley
WS6 6JX

Email: clerk@greatwyrelyparishcouncil.gov.uk
Telephone: 01922 414768

Adoption Resolution

Resolved that Great Wyrley Parish Council adopts the Complaints Procedure Policy Version 1.0 with immediate effect and that it be published on the Council's website and reviewed every three years or sooner if legislation or guidance changes.