

LIMPSFIELD PARISH COUNCIL COMPLAINTS PROCEDURE

Limpsfield Parish Council is committed to providing a high standard of service to the community. However, if you have a complaint about the council's administration or procedures, this document sets out the process for making and resolving complaints.

1. Scope of the Procedure

This complaints procedure is intended for complaints about the council's procedures and administration. It does not cover:

- Complaints against individual councillors, which should be referred to the Monitoring Officer at Tandridge District Council.
- Complaints about financial irregularities, which may be referred to the council's external auditor.
- Complaints concerning criminal activity, which should be referred to the police.
- Employee grievances, which are dealt with under the council's employment policies.

2. Informal Complaints

In many cases, complaints can be resolved informally. Residents are encouraged to raise concerns with the Clerk, who will try to resolve the matter promptly. If the issue is not resolved satisfactorily, the formal complaints procedure may be followed.

3. Formal Complaints Procedure

Stage 1: Submitting a Complaint

- Complaints should be submitted in writing to the Clerk. If the complaint concerns the Clerk, it should be addressed to the Chair of the Council.
- The complaint should set out the details of the issue, including relevant dates, correspondence, and any supporting evidence.

Stage 2: Acknowledgement and Investigation

- The complaint will be acknowledged in writing within 10 working days.
- The council will investigate the complaint, which may involve reviewing documents and speaking with relevant parties.
- The complainant may be invited to a meeting to discuss the complaint, and they may be accompanied by a representative if they wish.

Stage 3: Consideration by the Council

- If necessary, the complaint will be considered by a Complaints Committee or full council, excluding any councillors involved in the matter.
- The council will review the evidence and, if appropriate, invite the complainant to present their case.

Stage 4: Decision and Response

- A decision will be communicated in writing within a reasonable timeframe, usually within 20 working days.
- The council's response will detail any actions to be taken or reasons why no further action is necessary.

4. Escalation

If the complainant is dissatisfied with the outcome, they may request a review by the council. If the complaint concerns a statutory matter, they may refer it to the relevant ombudsman or legal authority.

Limpsfield Parish Council aims to handle all complaints fairly, transparently, and efficiently to ensure the best service for the community.

All correspondence to The Clerk, Sophie Martin
Limpsfield Parish Council
Parish Office
The Pound
Wolfs Row
Limpsfield
Surrey RH8 0EB
clerk@limpsfieldparishcouncil.gov.uk

The Monitoring Officer at Tandridge District Council is Lidia Harrison.
Council Offices
8 Station Road East
Oxted, Surrey RH8 0BT

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