

## **Bramhope & Carlton Parish Council**

### **Complaints Policy**

Adopted: 24th January 2018 Version 1

Date of last review: 25th February 2026

Date of next review: July 2027

To be reviewed by: Finance & Administration Committee

To be approved by: Finance & Administration Committee

Bramhope & Carlton Parish Council aims to provide people living and working in Bramhope & Carlton, and anyone else using our services with the best experience possible within the resources available to us.

If at any time however, you feel that the quality or level of service provided falls short of what you might reasonably expect we would like you to tell us about it.

We would also welcome any other comments or suggestions you may have on how we might improve a service or meet your needs more appropriately.

The Parish Council may not be the relevant authority for the services that you are complaining about. In that case, the Parish Council will forward your complaint to the appropriate body and inform you of this. The Parish Council will monitor progress until it is clear that the Parish Council has no further part to play.

#### **Formal Complaints**

1. A formal complaint must be made in writing, with your full name and address (anonymous complaints will not be considered or entered in to) to the Clerk to the Parish Council or to the Chair of the Parish Council.
2. You can ask someone to help you prepare and present your complaint if you wish. This may be a friend or a member of your organisation if you belong to one, and you can involve them at any stage.
3. The Clerk to the Council will acknowledge in writing within ten working days of receipt of your complaint.
3. The Chair or Vice-Chair of the Bramhope & Carlton Parish Council will investigate your complaint and offer you the opportunity of a meeting to discuss your complaint.
4. The Chair or Vice-Chair will write to you within 30 working days of your complaint to inform you of the outcome of the investigation. If your complaint is upheld, you will receive a written apology and information about any action which will be taken.
5. If you are dissatisfied with the outcome, you have the right to put your case to the next meeting of the full Parish Council in person, again with assistance from your chosen advocate. This meeting would be held in a confidential session without members of the public in attendance

In dealing with your complaint Bramhope & Carlton Parish Council will

- Be fair and impartial
- Respect your right to confidentiality
- Deal with your complaint sensitively, effectively and promptly

6. This policy is not intended to limit or prejudice your right to seek legal redress

## **Informal Complaints**

If you prefer simply to tell us about something you were not happy with but do not want to have any further involvement you can make an informal complaint.

We will take details of your complaint and based upon the information you give us, we will investigate and act upon your complaint. You will need to provide your name and address. Anonymous informal complaints will not be dealt with by the Parish Council.

If you need more information or wish to make use of these procedures, contact: Nicola Woodward, Parish Clerk and Responsible Finance Officer, Bramhope Village Hall, Old Lane, Bramhope, LS16 9AZ. Tel. 07530 900934. Email [clerk@bramhopecarlton-pc.gov.uk](mailto:clerk@bramhopecarlton-pc.gov.uk)