



Wrockwardine Wood & Trench Parish Council Information Leaflet

Complaints

How to make a complaint

If you need to make a complaint, contact the parish council office. You can visit the office which is open weekdays from 9am to 4pm or telephone, send a letter, fax or email, and the clerk will be pleased to assist you. If we are not able to help you we will endeavour to refer you to someone that can.

Complaints of a serious matter should be made in writing to the Clerk, or in the case of a complaint against the Clerk, to the Chairman. Complaints regarding staff or councillors **MUST** be made in writing.

Address: The Parish Council Centre, Church Rd, Wrockwardine Wood,
Telford. TF2 7AH

Telephone: 01952 616363 **Fax:** 01952 616363

E.mail: parishcouncil@btconnect.com

How the Parish Council will deal with complaints

When a complaint is received, it will be logged and acknowledged by the Clerk.

The Clerk will determine the seriousness and urgency of the complaint and the action to be taken. This may be any of the following:-

- ❖ The Clerk will investigate the complaint
- ❖ Place on the appropriate Agenda for Council decision
- ❖ Pass to relevant authority if not within the Parish Council's remit and advise the complainant accordingly.

Wherever possible, complaints will be dealt with by the Clerk no later than the next working day after receipt, unless they require a Council decision. The Clerk will try to deal fairly and in confidence and do her best to:

- ❖ Sort out problems
- ❖ Try to ensure they do not recur
- ❖ Improve on services

If the complaint is justified the Clerk will:

- ❖ Give a written apology
- ❖ Take corrective action

If a complaint requires a Council decision, the Clerk will advise the complainant and place the matter before the Council at the earliest opportunity. The Clerk will then carry out the action required in accordance with the decision of the Council.

If a complaint is made against a Member of staff, this will be thoroughly investigated and, if appropriate, dealt with in accordance with the Council's disciplinary procedure.

If a complaint is made against the Clerk, this will be passed to the Chairman of the Council to investigate and, if appropriate, dealt with in accordance with the disciplinary procedure.

In all instances the complainant will receive an acknowledgement within 2 working days and will also be advised of the outcome of their complaint.

If the complainant is still unhappy at the conclusion and outcome of the investigations, they may request a meeting with Members of the Council to discuss the matter further.