

NORTH FERRIBY PARISH COUNCIL



Complaints Procedure

1. North Ferriby Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. Complaints about the conduct of Parish and Ward Councillors are covered by the ERYC Member Code of Conduct adopted by North Ferriby Parish Council on 28th October 2019 and should be made in writing and addressed to:
Matthew Buckley - Monitoring Officer East Riding of Yorkshire Council
County Hall
Beverley
HU17 9BA
Complaints should contain:
 - The contact details of the person making the complaint.
 - The status of the complainant (eg member of the public, fellow Councillor etc).
 - The name of the Councillor(s) being complained about.
 - Which Council they are a member of.
 - A description of the conduct complained of.
3. Complaints about an employee of the Parish Council should be made in writing and addressed to:
Councillor Belinda Hookem – Chairman
52 Ferriby High Road
North Ferriby
HU14 3LE
Complaints should contain:
 - The contact details of the person making the complaint
 - The status of the complainant (eg member of the public, etc)
 - The name of the employee(s) being complained about
 - A description of the conduct complained of
4. This complaints procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
5. This Complaints Procedure does not apply to complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
6. If your complaint relates to a specific matter on an agenda, then you can raise your concerns before the Council debates and votes on the matter. You may do this by contacting the Council in advance of the meeting at which the item is to be discussed and / or you may raise

any concern you have in the public participation section of the meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but procedures prevent the Council from re-opening issues for six months from the date of the decision, unless there is a material change in circumstance.

7. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk.
8. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
9. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.
10. The Clerk or the Chairman of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
11. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
12. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.
13. Anonymous complaints will be considered.
14. Not all complaints are justified or well-founded. Where the council find themselves being called upon to respond repeatedly to an individual or group of individuals where they have already investigated the matter (or something very similar) and have concluded that the complaint is without substance, or where they find the complaint is vexatious or malicious the council may take advice.

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