**Swillington Parish Council Complaints Procedure**

**Adopted by the Parish Council *3r*dSeptember 2014**

1. Swillington Parish Council is committed to providing a quality service for the benefit of our Community. If you are dissatisfied with the standard of service you have received from us, 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. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
   1. 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.
   2. Complaints against councillors are covered by the Code of Conduct for Members, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Leeds City Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Leeds City Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council’s procedures or administration to the Clerk Diane Brown. You may do this in person, by phone, or by writing to or emailing her. Her email address is clerk@swillingtonparishcouncil.gov.uk. The postal address is Swillington Parish Council The Community Centre Church Lane Swillington Leeds LS26 8DX, Telephone 0113 2320553 this is the Community Centre telephone number so please leave a message and either the Clerk or the Chair Cllr Jacqui Smith will respond as soon as possible.
6. All formal complaints must be made in writing and you must state whether the complaint is to be treated confidentially. However we must comply with our obligations under the Data Protection Act 1998. 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.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council, Councillor Jacqui Smith email chair@swillingtonparishcouncil.gov.uk who will report your complaint to the Parish Council.
8. The Clerk or the Council as appropriate will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council. You will be kept informed as to the progress of your complaint.
9. 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 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.) The council will give reasons for its decision and provide you with any appropriate documentation it feels will help with the communication of the matter being investigated.
10. 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.

Diane Brown

Diane Brown Parish Clerk and Responsible Finance Officer Swillington Parish Council