

BRISTON PARISH COUNCIL

The Parish Office
Briston Pavilion, Recreation Ground,
Stone Beck Lane, Briston,
Melton Constable NR24 2LG
Telephone: 01263 862638
Email: parish-council@briston-norfolk.org.uk

COMPLAINTS POLICY

Briston Parish Council aims to avoid complaints by providing a good quality of service. However, if you do make a complaint, it has a clear system that will deal with it effectively and speedily. This system is based upon statutory guidance and has been approved by the Council. It is regularly monitored by the Clerk and by the Council.

Three Steps to Put Things Right

Step 1: Informal Resolution

If you have a complaint about a Briston Parish Council service, contact either the Clerk or a Councillor by calling in, telephoning or e-mailing. No prescribed form is necessary at this stage. The Clerk to the Parish Council has primary responsibility for dealing with complaints, but should your complaint be about the Clerk, then it should be directed to the Chairman of Briston Parish Council. You will receive an acknowledgement within three days and a full response within 28 days.

Step 2: Formal Complaints

If you feel that your complaint has not been dealt with adequately at the informal stage, you can make your complaint formal by writing to.

The Clerk to Briston Parish Council,
The Parish Office,
Recreation Ground,
Stone Beck Lane,
Briston,
Melton Constable
Norfolk NR24 2PS.

The Clerk acknowledges receipt of the letter within five days and the matter will be referred to the next Council meeting for consideration.

In the event of the complaint being against the Clerk, then the form should be directed to the Chairman.

There is no appeal to the Local Government Ombudsman in respect of actions of Parish Councils.

Step 3: Complaints not covered by this Policy

A number of matters are not covered by Briston Parish Council's Complaints Policy. These are as follows:-

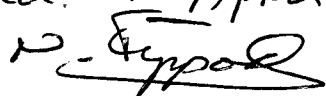
1. Complaints about formal decisions and resolutions taken by the Council.
2. Complaints about the level or standard of a service approved by the Parish Council.
3. Requests for information or explanations of Council policy or practice.
4. Matters for which there is a right of appeal to, or review by, the Courts.
5. Complaints regarding the conduct of the Clerk in the execution of his or her duties. These may be a capability or a disciplinary matter and must be dealt with in accordance with the provisions or employment law which confers a right of confidentiality upon the employee.
6. The conduct of a Councillor in the course of carrying out his or her official duties.

Complaints about Parish Councillors

Since May 2008, North Norfolk District Council has handled complaints from members of the public regarding certain types of misconduct by, inter alia, Parish Councillors, under changes to the framework for assessing Councillors' conduct introduced by the Government in 2007.

If you should wish to complain about the conduct of a Member of the Parish Council then you must submit your complaint to the Monitoring Officer, North Norfolk District Council, Council Offices, Holt Road, Cromer, Norfolk, NR27 9EN.

Readopted 5th March.

Re adopted. 1st April 2019.


Signed: N. Fyfe

Dated: 5th March.