

# SPARSHOLT PARISH COUNCIL – COMPLAINTS PROCEDURE

## Submitting a complaint

1. All formal complaints must be communicated by email or in writing.
2. The complainant must confirm if he/she wishes the complaint to be treated confidentially.
3. The complaint should be sent by email to the [clerk@sparsholtparish.org](mailto:clerk@sparsholtparish.org) or in writing to Sparsholt Parish Council, Lainston Farmhouse, Sparsholt SO21 2LR
4. If the complaint concerns the clerk, it should be sent to the Chair by email to [chair@sparsholtparish.org](mailto:chair@sparsholtparish.org) or in writing to The Chair, Sparsholt Parish Council, The Maples, Locks Lane, Sparsholt SO21 2LU

## Processing the complaint

5. The clerk (or Chair) shall acknowledge receipt of the complaint by email or in writing within seven working days specifying who will be dealing with the complaint.
6. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

## Investigating the complaint

7. The Parish Council will investigate the facts of the complaint and collate relevant evidence.
8. Seven clear working days prior to the meeting, the complainant shall provide copies of any documentation or other evidence relied on. The Parish Council shall provide the claimant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

## At the meeting

9. The Chair of the meeting should introduce everyone and explain the procedure.
10. The complainant (or representative) should outline the grounds for complaint, and thereafter, questions may be asked by those present.
11. The clerk (or if the complaint concerns them another member) will have the opportunity to explain the council's positions and questions may be asked by the complainant.
12. The clerk and then the complainant should be offered the opportunity to summarise their position.
13. The complainant will be advised when a decision about the complaint will be made.

## After the meeting

14. The decision should be confirmed in writing within seven working days together with details of any actions to be taken.
15. Should a complainant not be satisfied with the decision of the Parish Council, he/she may appeal to the Monitoring Officer, Winchester City Council.

**Agreed and Approved: 17 October 2019 Minute Reference 19/20 056a**

**Reviewed with no changes 16 November 2023 Minute Reference 23/24 49e**