

# South Hinksey Parish Council

<https://southhinksey-pc.gov.uk>

## Complaints Procedure

1. The following procedure was adopted by South Hinksey Parish Council for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council for consideration.
2. This procedure does not cover complaints about the conduct of a Parish Councillor. Such complaints should be addressed directly to the Monitoring Officer:

Monitoring Officer  
Vale of White Horse District Council  
Abbey House  
Abbey Close  
ABINGDON  
OX14 3JE  
Tel: 01235 422520  
Email: [democratic.services@southandvale.gov.uk](mailto:democratic.services@southandvale.gov.uk)

3. If a complaint about procedures, administration or the actions of any Council employee is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the Parish Clerk, South Hinksey Parish Council, 33 Field House, West Way, OXFORD, OX2 9JN. The complainant will be notified of acknowledgement of receipt of the complaint within four weeks of receipt.
5. If the complainant prefers not to put the complaint to the Parish Clerk (because the matter relates to the Clerk, for example) he or she should be advised to write to the Chairman.
6. On receipt of a written complaint, the Parish Clerk (except where the complainant is about his or her own actions) or Chairman of Council (if the complaint relates to the Clerk) will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.

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7. Where the Parish Clerk or a Councillor receives a written complaint about the Clerk's actions, he or she shall refer the complaint to the Chairman. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.
8. The Parish Clerk (or Chairman) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
9. The Parish Clerk (or Chairman) will report any complaint that has not been resolved to the next meeting of the Council. The Parish Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.
10. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, in reserved business, but any decision on the complaint will be announced at the Council meeting in public.
11. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.
12. As soon as possible after the decision has been made (and in any event not later than 10 working days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
13. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

This Complaints Procedure was re-adopted with amendments to the contact details by South Hinksey Parish Council on the 10<sup>th</sup> May 2023 [minute ref 23/18].