



Kingshurst Parish Council

Complaints Procedure

Date 31st March 2022

By Paula Coyle, Kingshurst Parish Council Clerk

Kingshurst parish Council recognises that we will receive positive and negative feedback, and that we may also receive complaints.

KPC will consider the matter to be a complaint if:

Complaints

- It is made using our Complaint Form.
- If the individual tells us they are making a complaint.
- If the individual tells us they are unhappy with our response to their negative feedback.
- If feedback is received regarding unacceptable behaviour of staff, Councilors or volunteers.
- If we have not adhered to our policies and procedures.
- If there has been an incidence of discrimination or harassment.

Making a complaint

If you wish to make a complaint, we provide a Complaint Form but it is not a requirement that this form is used and we will accept complaints in person to staff, Councilors and volunteers, by email, by phone, in writing or by text.

Receiving a Complaint Form

When a completed Complaint Form is received it will be recorded on the Database as a complaint, and a written acknowledgment will be sent to the Complainant **within 2 working days** of receipt along with the time expected to deal with the complaint.

Usually we will respond in the same way as we received the complaint – i.e. by email or letter. If the complaint is sent to a named individual, If the person receiving the complaint is able to immediately resolve the issue they will:

- Complete part 3 of the Complaint Form
- Provide details of the resolution in writing to the Complainant at the same time as acknowledging the complaint.
- Pass the completed Complaint Form and all associated correspondence to the Clerk

- Update the Database to indicate a resolution has been given.

If the person receiving the Complaint is unable to deal with the matter immediately, they will:

- Advise the Complainant that the matter is being investigated and give the name of the person who is investigating.
- Advise the Complainant of the timescales for the investigation. If the person receiving the complaint is the subject of the complaint it will be passed to the Chair.

If the complaint is about the Chair it will be passed to the Councilors for action.

The person handling the complaint will then:

- Advise the Complainant that the matter is being investigated and give the name of the person who is investigating.
- Advise the Complainant of the timescales for the investigation.

Receiving a complaint in another form.

If the complaint is received face to face, or by telephone it should be clarified if the Complainant is offering feedback or is making a complaint.

The person receiving the complaint should:

- Listen carefully to the person, particularly if they are angry and allow them to let off steam.
- Do not argue or contradict them.
- Establish the facts of the complaint clearly.
- Rephrase what the person just said to ensure that - you clearly understand their concern - they feel understood and you are both dealing with the same issue
- Explain what will happen next If the complaint is received by text, it should be acknowledged by text within 7 working days and the Complainant should be offered a telephone conversation or face to face meeting to clarify their issue.

If the complaint is received by email further clarification will be requested by email **within 7 working days if required.**

The person receiving the complaint will complete parts 1 and 2 of the Complaint Form and then follow the process above, ensuring that a copy of the Complaint Form is sent with the written acknowledgement along with timelines expected to investigate the complaint.

Investigating a complaint

All complaints under investigation will be given a high priority with the aim of resolving the issue within 10 working days of receipt.

The Complainant will be advised of the expected timescale when the complaint is acknowledged. If any significant delay is expected the reasons for this should be made clear – for example if the complaint relates to an individual who is on holiday or on sickness leave. If the

anticipated time scale cannot be met, the Complainant should be advised as soon as the Investigator becomes aware there will be a delay.

Resolving a complaint

The resolution of a complaint may involve:

- An individual changing their actions, behavior or approach. Any complaint about an individual will be discussed with their Chair, and a resolution agreed.

The Chair may choose to review the individual's approach at subsequent. Supervisions or at the Annual Staff Appraisal.

In some cases the behavior may be considered misconduct and will be addressed through the Disciplinary Procedure.

- Changing organisational process.

A complaint may highlight a weakness in the KPC procedures which will be addressed by the Chair and/or the Councilors

Taking the decision that no further action is required.

The complaint may arise from a particular set of circumstances which will not occur again or KPC may feel that the complaint is not justified

. When a complaint is resolved the person dealing with the issue will:

- Write to the Complainant advising of the actions taken to resolve a complaint.
- Update the Database
- Complete Part 3 of the Complaint Form
- Pass the completed Complaint Form and all associated correspondence to the CLerk

Unsatisfactory resolution of a complaint

If the Complainant is not happy with the way their complaint has been handled they should write to the KPC explaining why they are dissatisfied and what actions they consider appropriate.

They will consider the matter at their next scheduled meeting. They meet a times a year, but may schedule an additional meeting to consider the issue if it is deemed necessary.

The Chair will write to the Complainant with their decision which is final.

Timelines :

If completed on Complaint form - written acknowledgment will be sent to the Complainant within **2 working days of receipt.**

If a complaint is received by other mediums - further clarification will be requested by email **within 7 working days** if required. Complaint form will be completed by the recipient and acknowledge the complaint/timelines.

All complaints will be investigated within 10 working days, if longer time is required then the complainant will be informed of this in the acknowledgment letter.

COMPLAINT FORM - REFERENCE NUMBER: 00000

This form must be completed for all complaints. It can be completed by the Complainant, or may be completed by the person receiving the complaint.

PART 1 Complainant details	
Name	
Address	
Email	
phone number	

The complaint will be acknowledged within 2 working days of receipt and a copy of this form will be included.

PART 2 - Details of complaint

Date submitted	Form completed byComplainant <ADD BOX OR TICK> Complaint made face to face to staff- <ADD BOX OR TICK> volunteer or trustee Complaint made by phone to face to staff<ADD BOX or TICK> Volunteer or trustee Complaint sent by email <ADD BOX or TICK> Complaint sent in writing ADD BOX or TICK>
Method of complaint	

Details of the complaint

Please remember - Who, When, Where :

PART 3 Follow up actions

Date received	Person handling the complaint	Date complainant informed of resolution Actions taken
Date acknowledge	Date resolved	

Signed: _____ Date: _____