

COMPLAINTS POLICY

1. General Statement

St Nicholas Hurst Parish Council (SNHPC) is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council or are unhappy about an action or lack of action by this council, this Complaints Policy sets out how you may complain to the council and how we shall try to resolve your complaint.

This Complaints Policy applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Policy does not apply to:

- 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.
- complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members and, if a complaint against a Councillor is received by the Council, it will be referred to the Monitoring Officer of the Wokingham Borough Council (WBC). Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of the WBC.

2. Process for Making a Complaint

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.

You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

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.

If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council.

The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Chair of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be kept informed.)

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.

Contacts are as below:

The Clerk to SNHPC:

Tel: 01189 798914 or E-mail Clerk@hurstparishcouncil.gov.uk

The Chair to SNHPC:

Tel: 0118 934 0866 or E-mail penny.curry@hurstparishcouncil.gov.uk

Agreed by: *Penny Curry*

Chair

3rd February 2026