



# **Complaints Handling and Complaints Procedure**

**Adopted 10 October 2022**  
**Reviewed 9 October 2023**  
**Reviewed 14 October 2024**



## Complaints Procedure

1. Owslebury and Morestead Parish Council 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 Procedure sets out how you may complain to the council and how the Council shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1. 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.
  - 3.2. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 15 May 2023 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Winchester City Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Winchester City Council.
4. 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.

### Informal Complaint:

An informal complaint can be made to the Clerk or any Councillor by telephone, email or in person. The complaint will be dealt with by the most appropriate person depending on the nature of the complaint. We hope that most complaints can be dealt with informally. However, we appreciate that at times an informal complaint might not result in a satisfactory response, or the complaint might be so serious that a formal complaint is more appropriate.

### Formal Complaint:

5. 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.

On receipt of a complaint, the Parish Clerk or the Chairman will try to settle the complaint directly with the complainant. If the complaint is about the Parish Clerk, it will be dealt with by the Chairman. If this is not possible, the Clerk will acknowledge the complaint within 10 working days

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

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

9. The Clerk or the Chairman 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 twenty working days timescale may have to be extended. If it is, you will be kept informed.)



10. 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.

## Assurances

All complaints will be dealt with confidentially within the Council's offices. The Council will not reveal your personal details to an outside party without your permission.

This complaints procedure ensures that your complaint will be dealt with as quickly and as fairly as possible.

The Council will use your complaint to help improve our services and to avoid similar problems in the future.

Your complaint will be investigated by the Parish Clerk personally or by the Chairman and Vice Chairman of the Full Council if the complaint is about the Parish Clerk.

## Contacts

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The Clerk of Owslebury and Morestead Parish Council

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