



Complaints Handling and Complaints Procedure

Adopted 10 October 2022

Reviewed 9 October 2023

Reviewed 14 October 2024

Reviewed 13 October 2025



Owslebury and Morestead Parish Council is committed to high standards of administration, openness, and accountability. We aim to deliver our services fairly, efficiently, and transparently, and we recognise the importance of listening to residents when concerns arise.

We welcome feedback and take all complaints seriously. This Complaints Procedure explains how you can raise a concern, how the council will investigate it, and the steps we will take to resolve matters promptly and professionally. Our approach is guided by the principles of good governance, respect, and continuous improvement.

Complaints Procedure

The purpose of this policy is to set out the process by which the council handles routine complaints anyone may have about the service received from the council and how the council will aim to resolve those concerns.

This policy sets out how the council handles complaints about the administration, procedures, or services delivered by the council, and how concerns raised by members of the public will be investigated and resolved. A complaint is an expression of dissatisfaction about the council's actions, decisions, or the standard of service provided. The policy does not deal with grievance issues from staff nor with any matters relating to third parties that do not relate to action taken by the council.

This Complaints Procedure does not apply to the following circumstances:

Alleged financial irregularity

Local electors have a statutory right to object to a council's audit of accounts ([Audit Commission Act 1998, s.16](#)).

Detailed information about your rights can be found [here](#).

Alleged criminal activity

Should you suspect criminal activity; this should be reported to the police for investigation.

Alleged breach of the code of conduct adopted by the council

These types of complaints relate to councillors only and not members of staff. All complaints of this nature should be reported to the Monitoring Officer at Winchester City Council. A copy of the council's code of conduct is available from the clerk by emailing clerk@owslebury-pc.gov.uk.

Complaints by Council Employees Against another Employee

These matters are dealt with under the council's disciplinary and grievance procedures.

Who can complain?

Anyone who lives or works in or near Morestead or Owslebury who is affected by decisions made by the council has a right to complain.

How to complain

Informal Complaint:

An informal complaint can be made to the Clerk or any Councillor by telephone, email, in writing 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.

The council will aim to respond to informal complaints within 10 working days.



Formal Complaint:

The council requests that any formal complaints are directed to the Clerk in writing giving full details of the complaint. If possible, the complaint should include details of any dates/times, references to council minutes, details of staff or councillors concerned, copies of any correspondence and your contact details.

If the complaint concerns the Clerk, it should be submitted to the Chairman. If the complaint concerns the Chairman, it should be submitted to the Clerk

All complaints should be sent to:

Juanita Madgwick
The Clerk of Owslebury and Morestead Parish Council

PO Box 783
Winchester
Hampshire
SO23 3RD

Tel: 07869 814452

Email: clerk@owslebury-pc.gov.uk

The receipt of your complaint will be acknowledged in writing within 10 working days along with the names of those who will be investigating your complaint.

How will the council deal with your complaint?

All formal complaints will be fully investigated within 20 days with a written response then being sent. If the complaint is particularly complicated or there is insufficient time to gather information needed, then the council reserves the right to extend the number of days as above but will notify you of this in writing. We will also contact you during this period should we require more information from you. However, the agreed period will be extended should we then require a longer period to investigate any new information provided by you.

You may be invited to attend a meeting when the complaint is being considered. You are welcome to bring a representative with you should you wish. Should you require any assistance, please contact the Clerk in the first instance. If you require reasonable adjustments to participate in a meeting, please inform the Clerk.

In all cases, the council will endeavour to resolve all formal complaints as quickly as possible.

The Clerk will lead the investigation, supported by three councillors who have no prior involvement in the matter. If the Clerk is the subject of the complaint, the Chairman (or Vice-Chairman) will appoint an alternative lead investigator. Information will be handled in accordance with UK GDPR and only shared where necessary for the investigation.

Once the investigation is complete, we will write to you to advise whether your complaint has been upheld or dismissed. We will give you reasons for our decision along with details of any action the council will take. We will also outline the appeals procedure to you.

If a complaint is upheld, the council will outline the actions it will take to remedy the issue or prevent recurrence.

What happens next?

If you are dissatisfied with the outcome of your complaint, you should put your concerns in writing to the council. The appeals panel will consist of three councillors who were not involved in the original investigation. The Clerk may be asked to investigate if appropriate.



The appeals panel will look at all the information relating to your complaint and may contact you for further information or invite you to attend a meeting for further discussion. You are welcome to bring a representative with you should you wish. If you require reasonable adjustments to participate in a meeting, please inform the Clerk.

The appeal panel will notify you of its' decision within 20 days.

The decision of the appeals panel is final.

All formal complaints and outcomes will be recorded and retained in accordance with the council's retention schedule