



chilham parish council

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Chilham Parish Council

Complaints Procedure

How to make a complaint

If you wish to make a complaint either about Chilham Parish Council or a service provided by Ashford Borough Council or Kent County Council, in the first instance please contact the Parish Clerk. You can do this in a number of ways, either by letter, or email, where our Clerk will be pleased to assist you. If they cannot directly help you they will endeavour to refer you to someone who can.

Complaints of a serious matter should be made in writing to the Clerk, or in the case of a complaint against the Clerk to the Chairman of Chilham Parish Council.

How the Parish Council will deal with complaints

In all instances the complainant will receive an acknowledgement within 2 working days and will also be advised of the outcome of their complaint. The complaint will be logged with a unique identity number and this will be used on all correspondence.

All complaints will be dealt with fairly and in confidence, if within our area of responsibility, we will do our best to:

- Resolve problems
- Try to ensure they do not recur
- Improve on services

If the complaint is not within Chilham Parish Council's remit, the Clerk will pass to the relevant Officer within the authority and the complainant will be kept informed throughout the investigation process.

If the complaint involves Chilham Parish Council and it is justified the Council will: -

- Give a written apology
- Take corrective action

If a complaint requires a Council decision, the Clerk will advise the complainant and place the matter before the Council at the earliest opportunity. The Clerk will then carry out the action required in accordance with the decision of the Council.

If a complaint is made against the Clerk, this will be passed to the Chairman of the Council to investigate and, if appropriate, dealt with in accordance with the disciplinary procedure.

Adopted: 4th February 2021 **Minute Ref:** 02/12 **Next Review Date:** February 2022