

MISSION PARISH COUNCIL

COMPLAINTS PROCEDURE

2024

1. Mission Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or who 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 we 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 and members have dealt with your concerns.
3. This Complaints Procedure does not apply to :
 - 3.1 complaints by one council employee/member against another council employee/member, or between a council employee and the council as employer.
 - 3.2 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for members adopted by the council in April 2024, and if a complaint against a councillor is received by the council it will be referred to the Standards Committee of Bassetlaw District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Bassetlaw District 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 meeting. 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.
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 address and number are set out below.
6. Wherever possible the Clerk will try and resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

7. 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.
8. The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or staff or members of the Council. The complainant may be invited to attend a meeting. At the meeting the complainant would outline their grounds for the complaint. The Clerk or another nominated officer would explain the council's position. The complainant and the council would summarise their argument
9. The Clerk or 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.
10. If the complainant is not satisfied with the decision from the meeting they can submit their complaint to Bassetlaw District Council.

Contacts:

The Clerk of Misson Parish Council
Shelaine
Gibdyke
Misson
DN10 6EL
07826821828
clerk@missonparishcouncil.gov.uk

Chair of Misson Parish Council
chair@missonparishcouncil.gov.uk