



COMPLAINTS POLICY

For the residents of Kents Hill and Monkston Parish Council (including Monkston Park, Brinklow and Kingston)

What is a Complaint?

You can complain if you feel we have:

- Done something wrong;
- Done something we should not have done;
- Failed to do something we should have done;
- Behaved unfairly or not politely;
- Not carried out a service to an agreed standard;
- Not responded to your request for a service within our stated timescale;

COMPLAINT PROCEDURE:

1. Stage 1 - Verbal

In most cases problems can be sorted out quickly and satisfactorily at stage 1. Simply speak directly to the staff involved, telling them why you are dissatisfied or, if you prefer, you can write a letter saying what your complaint is and what you think ought to be done.

Mobile Number: 07946 512 523

Letter addressed to: Clerk or Chair

P O Box 6293

Milton Keynes

MK10 1ZG

Email address to:

clerk@kentshill-monkston-pc.org.uk or chair@kentshill-monkston-pc.org.uk

2. Stage 2 - Written

- 2.1 Where you are not satisfied with what has been done or the problem continues, please send a formal written letter/email addressed to the Clerk (or Chair if the complaint is about the Clerk) of the Parish Council, outlining the grounds for your complaint and whether you wish your complaint to be treated confidentially or not?
- 2.2 The Parish Council will acknowledge your complaint in writing within 3 working days of receipt of the complaint and will confirm who will be dealing with your complaint (NOTE: if the Clerk is away on holiday then your complaint will be dealt with within 3 working days following their return).
- 2.3 Depending on the severity of the complaint, the Parish Council will take 10 working days to investigate and respond back to you.
- 2.4 If you are not happy with the outcome of the complaint, you have the right of appeal.

3. Stage 3 – Right of Appeal

- 3.1 Send a written letter/email addressed to the Chair of the Parish Council, asking for a further investigation, which will be carried out by the Chair, minuted and discussed at the next published Parish Council meeting.
- 3.2 The Chair will acknowledge your appeal in writing within 3 working days.
- 3.3 Your appeal will be discussed in full Council at the next published Parish Council meeting and the Chair's decision will be final. (meeting's are published on our website and notice boards within the Parish).

STILL NOT HAPPY?

Contacting the Ombudsman

If you have completed the final stage of our complaints procedure and you are still not happy with the outcome, you can contact: The Local Government Ombudsman (LGO) or your local MP.

The Local Government Ombudsman (LGO)

The LGO investigates complaints of injustice by local authorities; all investigations are carried out in private.

For more information visit the LGO's website www.LGO.org.uk

You can write to the Ombudsman at the following address

PO Box 4771

Coventry

CV4 0EH

or you can call the Obudsman on the following number

0300 0610 614

Member of Parliment

To find out who your MP is please use our interactive mapping via this link <https://mapping.milton-keynes.gov.uk> and type in your post code

At a Meeting of Kents Hill and Monkston Parish Council on the 9th February 2015 the aforementioned policy was approved.

Minute reference: 166/2014

To be reviewed February 2017.