

Wingerworth Parish Council – Complaints Procedure 2017/18

We want you to complain if you feel you've been poorly treated by any of our services and we will do our best to put things right. We would also like you to tell us when we do something right - if you're particularly pleased with any of our services then let us know. However if you want to make a complaint please proceed as below according to whether the complaint is against the Council or a Councillor.

Complaints against the Council

We want to hear from you as soon as possible, especially if we need to take action to put something right, so you are welcome to contact us direct to the Clerk at wingpc@aol.com (or if about the Clerk, to the Chair at dianaruff@googlemail.com) even if you are unsure whether or not to make a formal complaint.

If you decide to make a formal complaint against the Council you should put it in writing and send by post to the Clerk at 36 Hawksley Avenue, Chesterfield S40 4TW. We will attempt to send you an acknowledgement within six working days of receiving your letter and your complaint will be considered by a committee established by Council. We aim to provide you with a detailed response within 20 working days of the receipt of your complaint.

We will take your comments seriously and anything you say will be treated in confidence and will not disadvantage you in the future. There may be times when things go wrong and we need your help to put them right, but in any event we will attempt to give you an explanation, to tell you what we either have done or intend to do and to apologise if we were at fault.

In the event that you are not satisfied with the answer to your complaint you may submit an appeal to the Clerk at 36 Hawksley Avenue, Chesterfield S40 4TW. We will attempt to send you an acknowledgement within six working days of receiving your letter and your appeal will be considered by Councillors who were not on the committee that considered your complaint.

Complaints against a Councillor's Code of Conduct

Complaints against any action by a Councillor in respect of a failure to adhere to the Councillors' Code of Practice should be sent in writing to the Monitoring Officer at North East Derbyshire District Council, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG or via email to sarah.sternberg@bolsover.gov.uk

Date 7 June 2017

Review Date June 2018