

Granborough Parish Council

Complaints Policy & Procedure

Adopted: 22nd May 2018; updated 11th November 2025

1. Purpose and Scope

Granborough Parish Council is committed to providing a high standard of service for residents, businesses, and visitors. This policy sets out how the Council will deal with complaints about its administration, decisions, or the conduct of its staff.

2. What This Policy Covers

This procedure applies to complaints about the Council's administration and procedures, and may include concerns about how Council employees have dealt with matters.

It does not apply to the following:

- Complaints by one Council employee against another, or between a Council employee and the Council as employer (these are dealt with under the Council's grievance and disciplinary procedures).
- Complaints against Councillors. These are covered by the Code of Conduct for Members and must be referred to Buckinghamshire Council's Monitoring Officer.

3. Informal Complaints

The Council aims to resolve concerns quickly and informally wherever possible. Many issues can be resolved by speaking with or emailing the Clerk, who will endeavour to provide a response within five working days.

4. Formal Complaints

If an issue cannot be resolved informally, a formal complaint should be made in writing to the Clerk at clerk@granborough.org. The complaint should include relevant details and any supporting information.

The Clerk will acknowledge receipt within five working days and aim to provide a full written response within twenty-five working days. If more time is required to investigate, the complainant will be informed of the reason and given an expected response date.

5. Complaints About the Clerk

If the complaint concerns the Clerk, it should be addressed to the Chair of the Council via the Clerk's email, marked 'Private and Confidential – For the Attention of the Chair'. The Chair will ensure the complaint is handled appropriately and may refer it to the Council for consideration.

6. Review by Full Council

If the complainant is dissatisfied with the outcome of their formal complaint, they may request that the matter is referred to the full Council. The Council will review the complaint, consider any findings, and provide a final written response.

7. Confidentiality and Data Protection

All complaints will be handled sensitively and in accordance with the Council's Data Protection Policy and the UK GDPR. Personal data will be processed only for the purposes of investigating and responding to the complaint.

8. Accessibility and Equality

The Council is committed to ensuring that everyone can access this procedure. Alternative formats or support will be made available on request to ensure fair and equal access.

9. Contacts

Clerk: Granborough Parish Council

Email: clerk@granborough.org

Website: www.granborough.org