



Complaints Policy

Approved at Annual Parish Council meeting 04 May 2021

1. This Policy sets out procedures for dealing with any complaints that anyone may have about Eynsham Parish Council's administration and procedures. It also applies to the Council's employees. Councillors are covered by a Code of Conduct adopted by the Council on 15 June 2012.
2. 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 meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, however 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.
3. You may make your complaint about the Council's procedures or administration to the Clerk or Chairman. Wherever possible, they will try to resolve your complaint immediately and will raise your complaint at the next Full Council meeting.
4. The Clerk or the Chairman 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.)
5. Complaints can **only** be accepted in writing by completing the Complaints Form.
6. If the complaint is unable to be resolved, the Local Government and Social Care Ombudsman is available for the final stage for complaints about councils. They are a free service and investigate complaints in a fair and independent way.