

Mid Wharfedale Parish Council

COMPLAINTS POLICY

May 2025

The MWPC complaints policy is designed to give MWPC councillors, chair, vice chair, clerk, external partners, public and other contacts a means of having complaints dealt with promptly and satisfactorily.

MWPC aims to provide an efficient, prompt and courteous service within the limits of its resources. MWPC recognises that there may be occasions when councillors, chair, vice chair, clerk or other contacts feel that the quality or level of service provided has been less than they might reasonably expect.

In such instances:

13. A complaint must be made in writing and must clearly show that it is a formal complaint to be dealt with under this policy, who the complaint is made by and who the sender is, detail of the complaint, including relevant events, dates, names and contact details of the complainant.
2. The complaint should be raised with the relevant councillor as soon as possible in order that appropriate action may be taken. The councillor will immediately inform the Clerk that a complaint has been received.
3. All formal complaints received will be notified to the Chair of the Council.
4. If the complaint concerns the Clerk, the complainant will direct their complaint to the Chair of the Council.
5. The person receiving the complaint shall acknowledge receipt of it as soon as possible. E-mail is an acceptable form of receipt.
6. The Clerk and Chair will investigate the circumstances and shall communicate the results of the enquiry and action taken to the instigator of the complaints within twenty working days. Where the complaint concerns the Clerk, the investigation will be carried out by the Chair and Vice Chair of the Council.
7. If the complainer is dissatisfied with the result, they have the right to have the matter referred to an Appeal Panel as appointed by the Council. The Appeal Panel will be made up of councillors members and will make a final decision.
8. The full MWP Council shall be informed of the number and nature of all complaints referred to the Associations.
9. All complaints will be dealt with in confidence. It should take no more than 12 weeks from receipt of complaint to outcome.
10. MWPC also welcomes positive comments and commendations about its work and staff. A copy of all written unsolicited positive comments and commendations will be passed to the Clerk for recording and may be used in MWPC publications. In such cases the instigator of the commendation shall not be identified except where their explicit permission has been given.
11. This policy will be reviewed every two years.