

## COMPLAINTS PROCEDURE

1. Wrockwardine Parish Council ('the Council') is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Council, or are unhappy about an action or lack of action by the Council, this Complaints Procedure sets out how you can complain and what the Council will do.
2. This procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This procedure does not apply to:
  - Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the Parish Council's Disciplinary and Grievance Procedure.
  - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members and adopted by the Council. If a complaint against a councillor is received by the Council, it will (if deemed appropriate) be referred to the Standards Committee of Telford & Wrekin Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer at Telford & Wrekin Council.
4. The appropriate time for influencing the Council's 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. You can also raise your concerns in the public session of the Council meetings. If you are unhappy with a Council decision, you can raise your concerns with the Council. However, Standing Orders prevent the Council from re-opening issues for six months from the date of a decision, unless there are exceptional grounds to consider this necessary and, the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, by writing to, or emailing the Clerk. The addresses and numbers are set out at the end of this document.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not want to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will then investigate your complaint. If you wish to do this, please address your correspondence to "The Chairman", marking it "Confidential".
8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and advise you of the action (if any) the Council proposes to take as a result of

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your complaint. In exceptional cases the 20 working days timescale may have to be extended. If it is, you will be kept informed.

10. If you are dissatisfied with the response to your complaint, you can request that your complaint be referred to the full Council (usually within eight weeks) and, you will be notified in writing of the outcome of the review of your original complaint.

### Contact Information

The Clerk of Wrockwardine Parish Council

Address: c/o Admaston House  
Wellington Road  
Admaston  
Telford  
TF5 0BN  
Telephone: 01952 897355  
Email: clerk@wrockwardine.org.uk

The Chairman of Wrockwardine Parish Council

Address: Cllr Mrs E Anderson  
c/o Admaston House  
Wellington Road  
Admaston  
Telford  
TF5 0BN  
Email: elaine.anderson@wrockwardine.org.uk