



Treverbyn Parish Council

Complaints Procedure Policy

1. Introduction

Treverbyn Parish Council is committed to providing high quality services and to treating all members of the community with respect and fairness. We recognise that occasionally individuals may feel dissatisfied with the service they receive, or the way the Council has acted.

This policy sets out how members of the public may make a complaint about the Council's administration, procedures, or the conduct of its staff or councillors, and how such complaints will be handled.

This procedure is designed to ensure complaints are properly and fairly considered, resolved where possible, and used to improve our services.

2. Scope

This procedure applies to:

- Complaints about the Council's administration, procedures, or decisions.
- Complaints about the actions of Council staff.
- Complaints about the actions or conduct of individual councillors (where these are not within the remit of the Monitoring Officer or Standards Committee).

This procedure does not apply to:

- Complaints about the conduct of councillors that fall under the Councillor Code of Conduct – these must be referred to Cornwall Council's Monitoring Officer.
- Complaints relating to services provided by another authority or organisation.
- Complaints that are subject to legal proceedings.

3. Principles

Fairness: All complaints will be dealt with fairly, confidentially, and without prejudice.

Timeliness: Complaints will be acknowledged within 5 working days and responded to as promptly as possible.

Transparency: The complainant will be kept informed throughout the process.

Resolution: The Council will aim to resolve complaints quickly and informally wherever possible.

4. Making a Complaint

Complaints should be submitted in writing (by letter or email) to the Parish Clerk, who is the proper officer of the Council.

Clerk: Mr. Darren R. Hawken

Parish Offices,

Rockhill Business Park

Higher Bugle,

St Austell.

PL26 8RA

clerk@treverbynparishcouncil.gov.uk

If the complaint concerns the Clerk, it should be addressed to the Chairman of the Parish Council.

Councillor Mrs. Anne Double

C/O Parish Offices (address above)

anne.double@treverbynparishcouncil.gov.uk

The complaint should clearly set out the nature of the issue, relevant facts, and any supporting evidence.

5. Informal Resolution

In many cases, complaints can be resolved quickly through an informal discussion with the Clerk or Chairman. The Council encourages this approach in the first instance.

6. Formal Complaint Procedure

Stage 1: Acknowledgement

The Clerk (or Chairman, if appropriate) will acknowledge receipt of the complaint within five (5) working days.

Stage 2: Investigation

The Clerk (or nominated councillor, if the complaint is about the Clerk) will investigate the matter, seeking clarification and evidence where needed.

The complainant may be invited to attend a meeting to present their case, and may be accompanied by a representative.

The investigation will normally be concluded within 20 working days.

Stage 3: Decision

A written response will be provided, setting out the outcome of the investigation and any action the Council will take.

Where the complaint is upheld, the Council will take steps to put matters right and prevent recurrence.

7. Complaints About Councillors

Complaints that a Councillor has breached the Code of Conduct must be made directly to the Monitoring Officer at Cornwall Council.

The Parish Council has no power to investigate alleged breaches of the Code.

8. Confidentiality

All complaints will be dealt with in confidence. Information will only be shared where necessary to properly investigate and resolve the issue.

9. Records and Reporting

The Clerk will maintain a confidential record of all complaints received, actions taken, and outcomes.

A summary of complaints (with personal details removed) will be reported to the Parish Council annually to support transparency and service improvement.

10. Review of Policy

This policy will be reviewed every three (3) years or sooner if legislation or best practice guidance requires.

Adopted by Treverbyn Parish Council on: **Tuesday 26th August 2025**

Review date: **August 2028**