



## FELSTED PARISH COUNCIL COMPLAINTS PROCEDURE

Date: 5<sup>th</sup> November 2025

1. Felsted Parish Council makes decisions on behalf of the people in the parish and has an overall responsibility to deliver services for the well-being of its local community. It is the level of government closest to the community, with the district authority above it in the hierarchy.
2. If you are dissatisfied with the standard of service you have received from Felsted Parish Council, or are unhappy about action or lack of action by this council, this Complaints Procedure sets out how you may complain and how we try to resolve your complaint.
3. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
4. This Complaints 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 council's disciplinary and grievance procedures.
  - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members, if a complaint against a councillor is received by the council, it will be referred to the Monitoring Officer at Uttlesford District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Uttlesford District Council.
5. 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, but 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. The process set out in Standing Orders would then be followed.
6. You may make your complaint about the council to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. Contact details are available on the Parish Council website and on parish notice boards.
7. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will strive to acknowledge your complaint within five working days.
8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council.

9. The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
10. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint including any action 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.
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Adopted at the Council meeting held on: 5<sup>th</sup> November 2025  
Minute Reference: 25/263

Next Review Due: November 2028