

Wix Parish Council: Complaints Procedure

1. Commitment

The council is committed to providing a quality service for the benefit of the people who live or work in its area. If you are dissatisfied with the standard of service, our administration, or our procedures, we want to know so we can put things right.

2. Scope

This procedure covers complaints about the council's administration or procedures. It does not cover:

- Financial Irregularity: Refer to the External Auditor via the National Audit Office or Local Government Ombudsman.
- Councillor Conduct: Complaints that a councillor has breached the Code of Conduct must be made in writing to the Monitoring Officer at your local district/borough council- Tendring District Council.
- Employee Grievance/Disciplinary: Handled internally in accordance with employment law.

3. Stage 1: Local Resolution (The Clerk)

- I. In the first instance, submit your complaint in writing (letter or email) to the Clerk to the Council.
- II. If the complaint is about the Clerk's actions, you must address it to the Chair of the Council.
- III. Your complaint will be acknowledged in writing within 5 working days.
- IV. The Clerk or Chair will investigate the matter and normally provide a written outcome within 20 working days.

4. Stage 2: Council Review (The Committee/Full Council)

If you are dissatisfied with the Stage 1 response, you may request that the complaint be reviewed by the full council or a dedicated complaints committee.

- I. Advise the Clerk within 14 days of receiving the Stage 1 decision.
- II. The complaint will be placed on the agenda for the next available Full Council meeting.
- III. You will be invited to attend the meeting, accompanied by a representative if desired.
- IV. The Council will notify you of their final decision in writing within 7 working days of the meeting.

5. Stage 3: External Escalation

If you remain unsatisfied, you can refer your complaint to the Local Government and Social Care Ombudsman (LGSCO).