

# Wonersh Parish Council

BLACKHEATH • SHAMLEY GREEN • WONERSH

[www.wonershparish.org](http://www.wonershparish.org)



## COMPLAINTS PROCEDURE

Wonersh Parish Council are committed to providing the best service we can for the benefit of the people who live or work here, or are visitors to our community. This **Complaints Procedure** sets out how any dissatisfaction regarding the standard of the service that has been received from this Council, or any action, or lack of action, by this Council can be brought to our attention, and how the Council will try to resolve any issues.

This **Complaints Procedure** applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

The Complaints Procedure does not apply to:

- complaints from one council employee against another council employee, or between a council employee and the Council as an employer. These matters are dealt with under the Council's disciplinary and grievance procedure;
- complaints against Councillors. These 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 of Waverley Borough Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer;
- complaints concerning financial irregularities. These should be directed to the Council's external auditors. Contact details may be obtained from the Clerk; and
- complaints concerning criminal activity. These should be referred to the Police.

In the first instance, a complaint should be notified to the Parish Council office, or a Councillor. This can be done orally, or in writing. On receipt of a complaint, the Clerk, Chairperson of Committee, or Chairperson of the Council, whichever is applicable, shall (except where the complaint is against his/her own actions) try to settle the complaint directly with the complainant in a timely and efficient manner. If the complainant is not satisfied with the action taken, the complainant

[clerk@wonershparish.org](mailto:clerk@wonershparish.org)

The Parish Office, Wonersh Sports Pavilion, The Common, Wonersh, GU5 0PJ  
Tel: 01483 892601

will be asked to put the complaint officially in writing to the Clerk. This may be by letter or by email. The Clerk will usually acknowledge receipt of the complaint within five working days.

Should the complainant indicate that he/she would prefer not to put the complaint to the Clerk, he/she shall be advised to put it in writing to the Chairperson of the relevant Committee, or to the Chairperson of the Council.

The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from the complainant and/or staff or members of the Council.

The Clerk or Chairman shall bring any written complaint which cannot be settled to the next meeting of the Council, and the Clerk shall notify the complainant of the date on which the complaint will be considered.

The Council shall consider whether the circumstances surrounding any complaint should be discussed in the absence of press and public, but any decision on a complaint dealt with in this way shall be announced at the next Council meeting in public session.

The Clerk or Chairperson of the Council will notify the complainant of the outcome of the complaint and of what action (if any) the Council proposes to take. The time frame for this is usually 20 working days but, in exceptional cases, this may need to be extended. The complainant will be notified.

**March 2016**

**Contacts:**

Clerk to the Council  
Wonersh Parish Office  
Wonersh Sports Pavilion  
Wonersh Common  
Wonersh  
GU5 0PJ  
[clerk@wonershparish.org](mailto:clerk@wonershparish.org)  
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Chairperson of the Council (presently Cllr Anthony Shutes)  
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Wonersh Sports Pavilion  
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