

Welton-by-Lincoln Parish Council

Complaints Procedure

Complaints tell us when you are not happy with a service and this gives us the opportunity to put things right. We value complaints as they give us an opportunity to learn from our mistakes. Comments provide ideas on how we can improve a service and compliments let us know when you are happy with a council service and tell us when something is working well.

We define a complaint as: "A clear expression of dissatisfaction about the standard of service, action or lack of action by the council or its staff affecting an individual or group".

All complaints are important to us because they tell us what you think of our services. We know there is always room to improve. Complaints tell us when you are not happy with a service and this gives us the opportunity to learn and put things right. Comments provide ideas on how we can improve a service and compliments let us know when you are happy with a council service and tell us when something is working well.

This information is designed to help you make your complaint. It tells you who to get in touch with and what we will do to put things right.

Step 1

If you wish to make a complaint regarding services offered by the Parish Council or a member of staff, speak to the Clerk who may be able to resolve your complaint there and then. If you are not happy after this, you can speak to the Chairman who will look into your complaint. We call these informal complaints and hope that most complaints can be resolved at this stage. However, if you are still not happy with the outcome from the informal stage you can make a formal complaint. There are a number of ways to do this:

- Telephone us on 01673 860336
- By letter to the Parish Office, 7 Lincoln Road, Welton, LN2 3HZ
- E-mail us (clerk@welton-by-lincoln-pc.gov.uk)
- In person by visiting the Parish Office
- You may wish to contact a councillor to assist you in making a complaint [for details of your local councillors go to our councillor section on the website or the list which is displayed in the Parish Office]

Step 2

You will receive an acknowledgement of your complaint within 5 working days.

Complaints are then put before the Parish Council's Complaints Committee. They will investigate your complaint and respond to you within 14 days. If they cannot conclude the complaint within this time you will receive a letter telling you that the complaint will require further time to investigate.

If the complaint requires further consideration by full Council, then you will be invited to attend the relevant meeting and bring with you such representative as you wish. You should provide the Council with copies of any documentation or evidence which you wish to refer to at the meeting 7 clear working days prior to the meeting and the Council will similarly provide you with copies of any documentation upon which they wish to rely at the meeting.

The Council will decide at the meeting whether the circumstances warrant the exclusion of the public and press. Any decision on a complaint shall be announced at the meeting in public.

At the meeting the Chairman will introduce everyone, explain the procedure and outline the grounds of the complaint.

The complainant and members may ask questions of each other and if relevant, the Clerk and Proper Officer will explain the Council's position. Members may ask questions of the Clerk and she and the complainant offered the opportunity of last word.

The Clerk and complainant will be asked to leave the room while Members decide whether or not the grounds for the complaint have been made and should points of clarification be necessary, then both parties will be invited back into the room. Both will then be invited to return to hear the decision or be advised when a decision will be made.

Following the meeting you will be advised within seven working days of the decision made with details of any action to be taken.

If you wish to make a complaint about a Councillor then you should write to:

The Monitoring Officer
West Lindsey District Council
Guildhall
Marshall's Yard
Gainsborough
Lincs.
DN21 2NA

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