

# QUINTON PARISH COUNCIL

## Complaints Procedure

**Reviewed at the Annual Meeting of the Council 11th May 2017**

Complaints will normally be resolved by telephone, letter and email between the complainant and the council. The clerk is responsible for co-ordinating the investigations into a complaint and providing a response to the complainant.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly, and the process should be reasonable, accessible and transparent.

### **Formal Complaints Procedure**

For those complaints that cannot be satisfied by less formal measures:

- The complainant should be asked to put the complaint about the council's procedures or administration in writing (not email) to the clerk or other nominated proper officer, or the chairman of the council.
- The clerk should acknowledge the receipt of the complaint within five working days and advise the complainant of the next steps.

The council will handle the complaint in accordance with guidance produced by the National Association of Local Councils.

### **Correspondence for complaints:**

Clerk to Quanton Parish Council  
26 Upper Street  
Quanton  
Aylesbury  
Bucks  
HP22 4AY

Email: [parishclerk@quanton.org.uk](mailto:parishclerk@quanton.org.uk)

Tel: 07939 366424