

RUSKINGTON PARISH COUNCIL COMPLAINTS PROCEDURE



Approved by Council on 9 December 2025.

Minute Ref: 9.6, page 96-2025

For review in November 2028

Ruskington Parish Council is committed to providing its services efficiently and to a high a standard as possible. The Council takes all complaints seriously.

This complaints procedure is designed to deal with complaints made about the Council's action or perceived lack of action, or about the standard of a service, whether the action was taken, or the service provided by the Council itself acting as a corporate body, or by a person or body acting on behalf of the Council. This enables Council to

- respond to complaints and resolve any issues that arise
- learn from mistakes and prevent these from happening again
- review policies and procedures where necessary

The aim of this policy is to outline how members of the public can complain to Council and how the complaint will be dealt with.

The procedure may also be used to deal with any statutory complaint or appeal process required by law such as the Freedom of Information Act 2000, Data Protection Act 2018 or other legislation.

A complaint can only be processed by the Council at a properly convened meeting of either the full Council or of a Committee tasked with investigating the matter.

Any complaint that involves one of the Council's employees will be dealt with in the first instance in accordance with this procedure, and should further action be required, in accordance with the Council's internal employment / disciplinary processes.

Please be aware that there are other bodies with responsibility for certain types of complaint:

<i>Individual member's conduct alleged to breach the Code of Conduct adopted by the Council</i>	<i>The Monitoring Officer at North Kesteven District Council should be contacted – the district council has responsibility for such matters.</i>
<i>Alleged financial irregularity or unlawful council activity.</i>	<i>Local electors have a statutory right to object to a Council's Annual Accounts and Governance Statement to the external auditor – S.27 Local Audit and Accountability Act 2014</i>
<i>Alleged criminal activity</i>	<i>The Police</i>

Before the meeting

1. Any complaint about the Council's procedures or administration should be made in writing to the Clerk to the Council at *7-9 High Street North, Ruskington, NG34 9DY* or *clerk@ruskington-pc.gov.uk*
2. If the complainant does not wish to make the complaint via the Clerk to the Council, or the complaint is about the Clerk, the complaint should be addressed to the Chairman of the HR Committee, c/o Ruskington Parish Council, 7-9 High Street North, Ruskington, NG34 9DY and marked Private & Confidential.
3. The Clerk to the Council/Chairman will acknowledge receipt of the complaint and advise when the matter will be considered by either the Council or a nominated Committee working on behalf of the Council.
4. Please be aware that any complaint will be treated as confidential, and that that Council is obliged to comply with its duties under the Data Protection Act 2018 at all times to safeguard against the unlawful disclosure of personal data.
5. The complainant will be invited to attend the meeting at which the complaint will be considered and be offered the opportunity to be accompanied by a representative, if required.
6. Seven clear working days prior to the meeting, the complainant is required to provide the Council with copies of any documentation or other items on which the complaint is based.
7. The Council will provide the complainant with copies of any documentation upon which it wishes to rely at the meeting, in accordance with the Data Protection Act 2018 and GDPR regulations.

At the meeting

8. The Council / Committee shall exclude the public and press whilst discussion of the matter takes place. Any decision on a complaint shall subsequently be announced at a meeting in public, whilst considering any duties to safeguard personal data as under (4) above.
9. The Chairman will introduce everyone at the meeting and explain the procedure to be followed.
10. The complainant will be asked to outline the grounds for the complaint, and thereafter, questions may be asked by (i) the Clerk and (ii) members of the Council.
11. The Clerk to the Council will then have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and then (ii) members.
12. The complainant will be offered the opportunity to summarise their position.

13. The Clerk will be offered the opportunity to summarise the position on behalf of the Council.
14. The Clerk and complainant will both be asked to leave the room whilst members decide whether the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.
15. The complainant will be given the opportunity to await the outcome but if a decision is unlikely to be finalised quickly, will be advised when a decision is likely to be made and the arrangements in place to communicate the decision to them.

After the meeting

16. Any decision will be confirmed to the complainant within seven working days, together with details of any further action to be taken.
17. The Council's decision on the matter will be final, and no further action will be taken.

*Confirmation that this Complaints Policy is understood and the measures will be followed:
Please note: If you do not understand any part of this policy please speak to the Clerk of Council.*

Name	Signature	Date