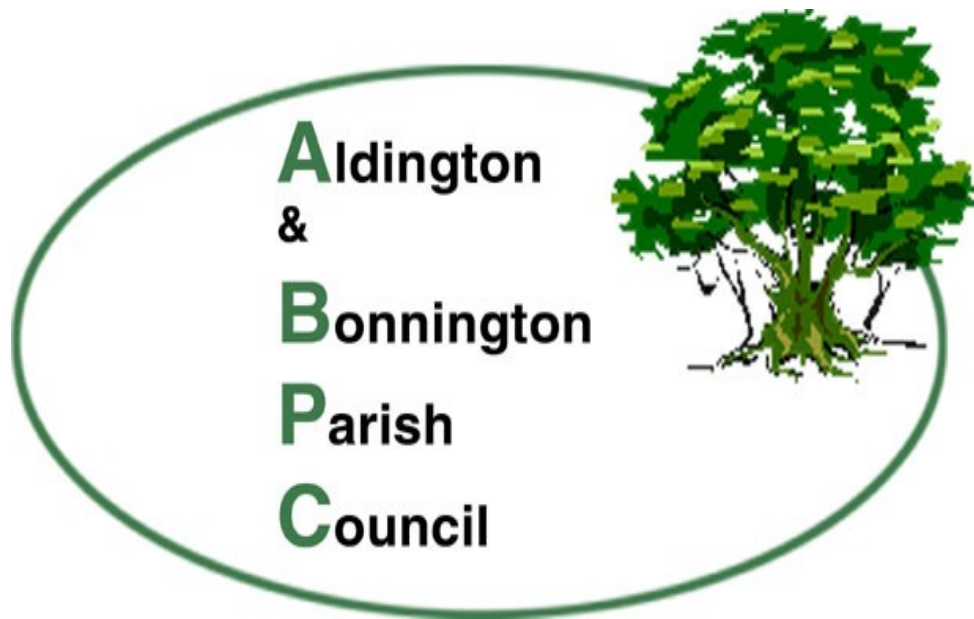


Complaints Procedure.



**ALDINTON AND BONNINGTON PARISH COUNCIL
COMPLAINTS PROCEDURE.
ADOPTED ON 12th January 2015.**

1. Aldington and Bonnington Parish Council is committed to providing a quality service for the benefit of the people who live and work in its area or are visitors to the locality. If as a service-user you are dissatisfied with the standard of service you have received from this Council, or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how it will try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to :-
 1. Complaints by one Council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 2. Complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 11 February 2014 and, if a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Ashford Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Ashford Borough Council.
4. The appropriate time for influencing Parish Council decision making is by raising parishioner concerns before the Parish Council debates and votes on a matter. You may do this by writing to the Parish Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Parish Council meetings. If you are unhappy with a Parish Council decision, you may raise your concerns with the Parish Council, but Standing Orders prevent the Parish Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Parish Council's procedures or administration to the Parish Clerk. You may do this in person, by telephone, or by writing to or emailing the Parish Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, the Parish Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Parish Clerk, you may make your complaint directly to the Chairman of the Parish Council who will report your complaint to the Parish Council. The Parish Clerk or the Parish Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Parish Council.

8. The Parish Clerk or the Chairman of the Parish Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (in exceptional circumstances the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Parish Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts

The Clerk of Aldington and Bonnington Parish Council
The Mission Hall
Forge Hill
Aldington
Kent
TN25 7DT

Telephone 01233 721757
Email: clerkabpc@gmail.com