



## ACKWORTH PARISH COUNCIL

### Complaints Policy & Procedure

1. Ackworth Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If 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 we shall 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:
  - 3.1 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.*
  - 3.2 Complaints against named council employees. *These matters are dealt with under the Council's Disciplinary and Grievance Procedure.*
  - 3.3 Complaints against Councillors. *These matters are covered by the Code of Conduct for Members adopted by the Council on 16 July 2012.*
  - 3.4 If a complaint against a Councillor is received by the council, it will be referred to the Monitoring Officer of Wakefield Metropolitan District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Wakefield Metropolitan District Council.
4. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
  - 4.1. The Parish Council will only respond to and follow up concerns and complaints raised directly with Council staff or Councillors by residents giving their full contact details. The Parish Council will not respond to or follow up concerns and complaints raised anonymously or passed on by a third person. The Parish Council cannot and will not respond to negative comments, complaints and false information published on Social Media.
5. Wherever possible, the Clerk will endeavour to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint within ten working days.



6. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Review Panel Committee.
7. The Clerk or the Review Panel Committee of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
8. The Clerk or the Chairman of the 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 cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
9. If you fail to respond within 20 working days to a reasonable request from the Clerk for clarification or any other relevant additional information your complaint will be deemed to have been withdrawn.
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Review Panel Committee of the Parish Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. The Review Panel committee may decide to refer the complaint to full Council.

## **Contacts**

The Clerk of Ackworth Parish Council

Address: The Community Centre  
Bell Lane  
Ackworth  
Pontefract  
West Yorkshire  
WF7 7JH

Telephone: 01977 611583

Email: [clerk@ackworthparishcouncil.gov.uk](mailto:clerk@ackworthparishcouncil.gov.uk)

The Chairman of Ackworth Parish Council

Address: The Community Centre, Bell Lane, Ackworth, Pontefract, West Yorkshire, WF7 7JH  
Telephone: 01977 611583

***The Council's complaints procedure is not a means of redress for its members or staff.***