

Ardleigh Parish Council

Complaints Policy

Ardleigh 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.

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the 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 Council meetings. Details of meetings and Agendas can be found on [Ardleigh Village - Ardleigh Parish Council](#).

If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the 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.

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 you may wish to contact us. This Complaints Policy sets out how you may complain to the council and how we shall try to resolve your complaint.

How to make a complaint

If you wish to make a complaint about Ardleigh Parish Council, please contact the Parish Clerk. You can do this in writing by email or letter and the Clerk will try to resolve your complaint swiftly. If this is not possible, the Clerk will normally acknowledge your complaint within ten working days.

The Clerk of the Council will investigate each complaint, obtaining further information as necessary. The Clerk or the Chair of the Council will notify you within twenty 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.

Complaints against Councillors

Complaints against Councillors are covered by the Code of Conduct for Members and should be made to the Monitoring Officer at Tendring District Council.

Complaints against an employee of the Parish Council

Complaints about an employee of the Parish Council (ie. the Clerk) must be made to the Chair and Vice-Chair in writing or by email. They will be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally and appropriate action taken as required.

Contact details: Rachel Fletcher, Ardleigh Parish Clerk
Ardleigh Parish Council, PO Box 12865, Colchester CO7 7EZ
Email: info@ardleigh-pc.gov.uk www.ardleigh.website