

## **Shirland and Higham Parish Council – Complaints Procedure 2023/2024**

Shirland and Higham Parish Council recognises that the Local Government Ombudsman has no jurisdiction over parish and town councils and therefore in the interests of reasonableness, accessibility and transparency has put in place its own Complaints Procedure based on recommended good practice.

### **Complaints against the Council**

We want to hear from you as soon as possible, especially if we need to take action to put something right, so you are welcome to contact the clerk at [shirlandandhighamparishcouncil@gmail.com](mailto:shirlandandhighamparishcouncil@gmail.com) (or if about the Clerk, to the Chair at [1865mrm@gmail.com](mailto:1865mrm@gmail.com)) even if you are unsure whether or not to make a formal complaint.

If you decide to make a formal complaint about the Council you should put it in writing and send it by post to the Clerk at 11 Broughton Close Riddings, Derbys, DE55 4DQ. We will attempt to send you an acknowledgement within five working days of receiving your letter and your complaint will be considered by the Council. We aim to provide a detailed response within 20 working days of the receipt of your complaint.

We will take your comments seriously and anything you say will be treated in confidence and will not disadvantage you in the future. There may be times when things go wrong and we need your help to put them right, but in any event we will attempt to give you an explanation, to tell you what we either have done or intend to do and to apologise if we were at fault.

### **Complaints against a Councillor's Code of Conduct**

Complaints against any action by a Councillor in respect of failure to adhere to the Councillor's Code of Practice should be sent in writing to the Monitoring Officer at North East Derbyshire District Council, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG.

### **Changes to this policy**

We keep this Complaints Procedure under regular review and we will place any updates on [www.shirlandhighampc.org](http://www.shirlandhighampc.org). This policy was adopted on 16<sup>th</sup> November 2023 and will be reviewed in November 2024.