

Lynsted with Kingsdown Parish Council complaints procedure

1. Any formal complaint against the Parish Council must be made in writing to The Clerk, Lynsted with Kingsdown Parish Council PO Box 601 Sittingbourne Kent ME10 9GJ or by email to lkpc@hotmail.co.uk
2. The person making the complaint (“the complainant”) must make it clear from the start if they wish their complaint to be treated confidentially.
3. The Clerk will confirm that we have received the complaint via letter or email within 21 days.
4. The Parish Council is only able to investigate complaints about its processes and procedures, the decisions it has made and the actions it has taken. If the complainant believes a member of the Parish Council is in breach of The Code of Conduct they should report the alleged breach to The Monitoring Officer at Swale Borough Council Swale House East Street Sittingbourne Kent ME10 3HT. Telephone 01795 424341
5. The complaint will be investigated at a complaints committee meeting of the Parish Council. The membership of this committee will be decided at the time a complaint is received and will be made up of three members of the Parish Council.
6. The chairman of the committee will be elected by the members at the beginning of the meeting, which will be held within a month of the complaint being received.
7. The complainant may address the meeting, if they wish to, in order to explain their complaint in more detail and to answer any questions the committee might have. They are welcome to bring a friend or relative with them, who is also entitled to speak.
8. The complainant will be informed of the outcome of their complaint once it has been fully investigated and a decision reached. This will usually be within two months of the complaint being received, although should further time be required to conduct further investigations the complainant will be notified in writing.
9. If the complainant is not satisfied with the decision, they can request that one or more members of the Parish Council - who did not sit on the complaints committee - review the way in which the complaint was dealt with. This review will assess whether the process was fair, consistent and reasonable. It will not reassess the facts of the case or take into account any new evidence. If a complainant is still not satisfied with the way in which their complaint has been handled they have the option of going to the local government ombudsman.

March 2019