

# STOKE ORCHARD & TREDINGTON PARISH COUNCIL

Stoke Orchard Community Centre, Armstrong Road, Stoke Orchard,  
Cheltenham, Gloucestershire. GL52 7SB

## Complaints Procedure

**Reviewed on 3 August 2021**

**This Policy will be reviewed bi-annually or sooner if required**

Stoke Orchard and Tredington 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 the Council or are unhappy about an action or lack of action by the Council, this document sets out how you may make a complaint and how the council will deal with it.

1. If you wish to complain about a policy decision, the actions or inactions of the Council as a whole, there are a number of ways in which you can make your views known to us. 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:
  - a) Speaking or writing to any Councillor
  - b) Writing to the council in advance of the meeting at which the item is to be discussed
  - c) Raising your concerns in the public participation section of a council meeting
2. If you are unhappy with a council decision, you may raise your concerns with the council, but Standing Orders and legislation prevent the council re-opening issues for six months from the date of decision, unless there are exceptional circumstances, as set out in the council's Standing Orders
3. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns
4. The table below sets out the appropriate ways in which you can make a complaint:

**If your complaint is about:**

The actions or inactions of a council employee

The actions or inactions of the Clerk

A Councillor's failure to adhere to the council's  
Members' Code of Conduct

**Address your complaint to:**

The Clerk

The Clerk or the Chairman of the Staffing  
Committee

Tewkesbury Borough Council's Monitoring  
Officer

5. This Complaints Procedure does not apply to 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
6. You may make your complaint about the council's procedures or administration in person, by phone, or by writing to or emailing the Clerk. Contact details are set out below
7. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally acknowledge your complaint within seven working days
8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Stoke Orchard and Tredington Parish Council. Contact details are available on the council website
9. Wherever possible, the Chairman will try to resolve your complaint immediately. If this is not possible, the Chairman will normally acknowledge your complaint within seven working days

10. If your complaint concerns a council employee, the Chairman will refer your complaint to the Staffing Committee of the Council
11. If your complaint concerns the council's procedures, the Chairman will discuss your complaint with the Clerk, and if necessary, will refer it to a full council meeting
12. The Clerk, Chairman, or the Staffing Committee of the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the council
13. The Clerk or the Chairman 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. In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed
14. If you are dissatisfied with our response to your complaint, you may ask for your complaint to be referred to the full council, (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint

**Please note, the Council does not respond to anonymous complaints/correspondence**

**Contact details for the Clerk:**

By email: [clerk@stokeorchardandtredington.org.uk](mailto:clerk@stokeorchardandtredington.org.uk)

By post: Stoke Orchard and Tredington Parish Council Office  
Stoke Orchard Community Centre  
Armstrong Road  
Stoke Orchard  
Cheltenham  
Gloucestershire  
GL52 7SB