

# **LUBBESTHORPE PARISH COUNCIL**

## **Complaints Procedure**

As an organisation, Lubbesthorpe Parish Council is committed to getting things right first time, but recognises that sometimes things go wrong.

1. Complaints arise when the Parish Council has failed to
  - provide the standard or quality of service promised
  - follow its own policies
  - respond promptly to an enquiry or request for service
  - treat a resident fairly or with courtesy
2. Complaints against Parish Councillors will be dealt with by Blaby District Council.
3. Anonymous complaints cannot be handled due to the need to respond to residents.
4. There are three stages to the Council's complaints process
  1. Initial stage: the Clerk will consider the complaint and provide a response within 15 working days
  2. Review stage: should a resident be unhappy with the response they can request a review of the response to their complaint. It will be passed to either the Chairman or Vice Chairman to consider and a response provided within 15 working days.
  3. Local Government Ombudsman (LGO): if following the review, a resident is still unhappy they can approach the LGO.
5. On occasions the Parish Council may receive complaints where the resident displays unreasonable behaviour or becomes unreasonably persistent in their demands for information or contact with the Council.
  - 5.1. Unreasonable behaviour does not mean that a resident's complaint is not justified and the Parish Council will always do its best to pursue its open and fair approach to complaint management but if this is clearly not working then the complaint will be handled through a different process. This type of complaint is generally known as 'vexatious'.
  - 5.2. Declaring a resident to be vexatious, abusive or an unreasonably persistent complainant' is not something to be undertaken lightly and it will only ever be undertaken by the whole of the Parish Council by resolution at a Full Council meeting.
  - 5.3. If a resident is declared 'vexatious' the Parish Council will send a letter with a clear explanation to the resident that sets out proposals on how they can approach the Parish Council on this issue and explaining how the Council will respond or explain that the Parish Council will no longer respond to the resident and give the reasons.