**Havenstreet and Ashey Parish Council**

**Complaints Policy and Procedure**

1. Havenstreet and Ashey 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 this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. 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.
4. Complaints against councillors are also covered by the Code of Conduct for Members adopted by the Council on 8 May 2014. If a complaint against a councillor is received by the council, it may be referred to the Designated Complaints Officer of Isle of Wight Council.
5. 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. 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.
6. In the first instance, you should make your complaint to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers 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 try to acknowledge your complaint within five working days.
8. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair, who will report your complaint to a meeting of the Parish Council.
9. The Clerk will investigate any complaint, obtaining further information as necessary from you and/or from Councillors, or if possible, anyone else involved.
10. The Clerk or the Chair will notify you within 20 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.)
11. If you are dissatisfied with the response to your complaint, you may ask for it to be referred to a meeting of the Parish Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. Alternatively you may refer it to the Designated Complaints Officer of the IOW Council.

**Contacts**

The Clerk of Havenstreet and Ashey Parish Council

Address: 146 Marlborough Road

Ryde

Isle of Wight

PO33 1AR

Telephone: 01983 565334

Email: clerk@havenstreetandasheypc.co.uk

The Chairman of Havenstreet and Ashey Parish Council

Address: Windy Ridge

Main Road

Havenstreet

Isle of Wight

PO33 4DR

Telephone: 01983 882155

Email:veronica.hapc@gmail.com

Designated Complaints Officer

Democratic Services

Isle of Wight Council

County Hall

Newport

Isle of Wight

PO30 1UD

Telephone: 01983 821000

Email via [www.iwight.com](http://www.iwight.com)

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