



Castlethorpe Parish Council

Adopted 11th May 2026

Complaints Procedure

Introduction:

Castlethorpe Parish Council is committed to providing a quality service to residents of the Parish and to anyone who deals with the Parish Council. It is committed to conducting its business in a fair and equitable manner and the aim of this policy is to investigate all complaints promptly in an impartial manner and to find a solution, which is satisfactory to both the complainant and the Council.

Policy:

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Parish Councils, as corporate bodies, are not subject to the jurisdiction of the Local Government Ombudsman, and there are no provisions for another body to which complaints can be referred. The Council will therefore do its utmost to settle complaints and satisfy complainants in the interest of the good reputation of the Council. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a member of the Parish Council. Any complaint that a Councillor may have breached the Council's adopted code of conduct should be referred to the Monitoring Officer Milton Keynes Council, Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3HE.
3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing (letter/e-mail) to: The Clerk, 11 North Street, Castlethorpe, Milton Keynes, MK19 7EW, email: clerk@castlethorpe-pc.gov.uk. The complaint will be dealt with within 14 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is.
5. If the complainant prefers not to put the complaint to the Clerk (because the matter relates to the Clerk, for example) he or she should be advised to write to the Chairperson.
6. On receipt of a written complaint, the Clerk (except where the complainant is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her

opportunity to comment. Efforts should be made to resolve the complaint at this stage.

7. Where the Clerk or a Councillor receives a written complaint about the Clerk's actions, he or she shall refer the complaint to the Chair of Council. The Clerk will be formally advised of the matter and given an opportunity to comment.

8. A periodic report will be tabled at a meeting of Council on the outcome of any complaints and to bring to members' attention any comments and or compliments.

9. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.

10. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.

11. The Council may consider in the circumstances of any particular complaint whether to make any without liability payment or provide other reasonable benefit to any person who has suffered loss as a result of the Council's maladministration. Any payment may only be authorised by the Council after obtaining legal advice and advice from the Council's auditor on the propriety of such a payment.

12. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.

13. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received

Linked policies (i.e. to be read in conjunction with).

- Grievance Procedure
- Disciplinary Procedure
- Code of Conduct

This policy was produced in October 2024 and will be updated annually in May.