

Lydiard Millicent Parish Council Complaints Procedure

1. Lydiard Millicent 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 Parish Council or are unhappy regarding any 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 regarding how Council employees have dealt with your concerns.
3. Complaints regarding procedures will be dealt with by the Parish Council, complaints against Council employees will be dealt with by the Personnel Committee.
4. This Complaints Procedure does not apply to:
 - a. Complaints by one Council employee against another Council employee, or between a Council employee and the Council as the employer. These matters are dealt with under the Council's disciplinary and grievance procedures.
 - b. Complaints against Councillors. These matters are covered by the Code of Conduct for Members adopted by the Council in April 2024. If a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Wiltshire Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer at Wiltshire 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 in 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 there is a special process set out in the Standing Orders to follow.
6. You may make your complaint about the Council's procedures or administration to the Parish Clerk. You can telephone, write or email, contact details are set out below.
7. Wherever possible, the Parish Clerk will try to resolve your complaint immediately. If this is not possible, the Parish Clerk will normally try to acknowledge your complaint within 5 working days.
8. If you do not want to report your complaint to the Parish Clerk, you may make your complaint directly to the Chairman of the Council (by email, or marked as confidential to the Parish Office) who will report your complaint to the Personnel Committee or to the Parish Council (as appropriate).
9. The Parish Clerk, the Personnel Committee or Parish Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from employees or members of the Council.

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10. The Clerk or the Chairman will notify you with 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 circumstances the 20 working days timescale may have to be extended, if this is the case, you will be advised.
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Personnel Committee or to the Parish Council (as appropriate) and (usually within 8 weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contact Information

Parish Clerk: Tina Jones.
Lydiard Millicent Parish Council,
Parish Office
Jubilee Club House
Meadow Springs
Lydiard Millicent
SN5 3NH.
Tel: 07999641919.
Email: Clerk@lydiardmillicent-pc.gov.uk

Chairman of the Council: Sally Westwood
Email: sally.westwood@lydiardmillicent-pc.gov.uk.

Chairman of the Personnel Committee: Mel Allsop
Email: melanie.allsop@lydiardmillicent-pc.gov.uk.

Adopted at the Parish Council meeting held in March 2023