

## **Hanslope Parish Council**

Clerk: Gillian Merry CILCA

clerk@hanslopeparishcouncil.gov.uk

Tel: 07383 091319



### **Hanslope Parish Council Complaints Procedures (adopted 11/10/21)**

#### **Introduction:**

Hanslope 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.

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.

Hanslope Parish Councils complaints procedure does not cover complaints against an individual Councillor. If you wish to make a complaint about the conduct of an individual Councillor you must contact:

The Monitoring Officer  
Milton Keynes Council  
Civic Offices  
1 Saxon Gate East  
Central Milton Keynes  
MK9 3EJ

Please check whether the matter you wish to complain about, falls under Parish Council powers. To help with this, an information table is attached at Appendix 1. The Parish Council will have no, or only a limited ability, to address complaints that fall outside of their powers.

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
2. The Council receives queries, problems and comments as part of its day to day running and it is not appropriate for every comment to be treated as a formal complaint. Every effort will be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.
3. All complaints will be deemed to be informal complaints unless a written complaint states that it is a formal complaint. The complaints procedure will not apply to complaints made anonymously.
4. An informal complaint may be made by telephone, email, in person or in writing to the Clerk.
5. 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.

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6. The complainant will be asked to put the complaint in writing (letter/e-mail) to:  
The Clerk to the Council, Hanslope Pavilion, Hanslope Recreation Ground,  
Castlethorpe Road, Hanslope, MK19 7LG OR  
clerk@hanslopeparishcouncil.gov.uk
7. If the complainant prefers not to put the complaint to the Clerk to the Council, he or she is advised to write to the Chairman at the same address above.
8. (a) On receipt of a written complaint, the Clerk to the Council or Chair of Council, 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 an opportunity to comment. Efforts should be made to resolve the complaint at this stage.  
  
(b) Where the Clerk to the Council 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 to the Council will be formally advised of the matter and given an opportunity to comment.
9. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant, to the next meeting of the Council, where it falls under the business of the agenda. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to, the Council. Where applicable, the Clerk will notify the complainant of the date on which the complaint will be considered, and the complainant will be offered an opportunity to explain the complaint to the Council orally.
10. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, will remain confidential.
11. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but where applicable, any decision on the complaint will be announced at the Council meeting in public.
12. 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.
13. As soon as possible after the decision has been made (and in any event not later than 14 days afterwards) the complainant will be notified in writing of the decision and any action to be taken.
14. 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.

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15. Where a complaint falls within confidential Parish Council matters, the rules of Freedom of Information may be applied, and further information is available from the Information Commissioner's Office: <https://ico.org.uk/>

Confidential matters include: Engagement, terms of service, conduct, dismissal of employees; Terms of tenders and proposals in negotiations for contracts; Preparation of cases in legal proceedings; Early stages of any dispute

(Source: "Local Council Administration" Charles Arnold-Baker)

## Appendix 1 – Which Council Does What:

Hanslope Parish Council	Milton Keynes Council	Other Useful Organisations
<p><b>Contact: email (preferred):</b>  <a href="mailto:clerk@hanslopeparishcouncil.gov.uk">clerk@hanslopeparishcouncil.gov.uk</a>  <b>Tel: 07383 091319</b>  <b>Website:</b>  <a href="https://www.hanslopeparishcouncil.org/community/hanslope-parish-council-15401/home">https://www.hanslopeparishcouncil.org/community/hanslope-parish-council-15401/home</a></p> <p>(NB. Please assume Facebook posts and direct messages will not be responded to, and email us instead)</p>	<p><b>Contact: Website (most efficient option):</b>  <a href="https://www.milton-keynes.gov.uk/pay-report-apply/report-it">https://www.milton-keynes.gov.uk/pay-report-apply/report-it</a>  <b>Tel: 01908 691691</b>  <b>Email: <a href="mailto:customerservices@milton-keynes.gov.uk">customerservices@milton-keynes.gov.uk</a></b></p> <p><b>Ward Councillors – MK Council:</b></p> <ul style="list-style-type: none"> <li>Chris.Wardle@milton-keynes.gov.uk</li> <li>George.Bowyer@milton-keynes.gov.uk</li> </ul>	<p><b>Police:</b></p> <ul style="list-style-type: none"> <li>Local PCSO – Josh Richardson:  <a href="mailto:Joshua.richardson@thamesvalley.pnn.police.uk">Joshua.richardson@thamesvalley.pnn.police.uk</a></li> <li>In emergencies call 999</li> <li>Non-emergencies call 101</li> </ul>
<p><b>What we do:</b></p> <ul style="list-style-type: none"> <li>Majority of grass cutting in the village – verge and ditch cutting</li> <li>Some hedge trimming – certain hedges – within the 30mph zone</li> <li>Newport Road natural verge</li> <li>Pond Maintenance – 2 village ponds</li> <li>Recreation Ground grass cutting, some tree maintenance, fences and car park</li> <li>Recreation Ground Multi-Use Games Area and sports pitches (not playground equipment)</li> <li>Pavilion and Community Hall (formerly Scout Hall)</li> <li>Village weed spraying – roads and pavements</li> <li>Village bins and dog bins</li> <li>MKPA play sessions</li> <li>Hanslope allotments</li> <li>Bus shelters</li> </ul>	<p><b>What MK Council do:</b></p> <p>Everything else! -</p> <ul style="list-style-type: none"> <li>Road/highway maintenance and repair</li> <li>Potholes</li> <li>Speed mitigation measures</li> <li>Pavement maintenance and repair</li> <li>Public Rights of Way (footpaths)</li> <li>Street Lighting</li> <li>Abandoned cars</li> <li>Fly tipping</li> <li>Planning – applications, decisions, enforcement</li> <li>Transport matters</li> <li>Hedge trimming – rural – outside 30mph zone</li> <li>Street furniture e.g. benches</li> <li>Waste and recycling</li> <li>Playground equipment maintenance</li> <li>Parking enforcement</li> <li>Dog warden &amp; dog fouling enforcement</li> </ul>	<p><b>Highways England and Roadworks:</b>  <a href="http://www.one.network/UK">www.one.network/UK</a>  <b>Anglian Water:</b> 03457 145145  <b>MKC Flooding:</b> 01908 252353  <b>Funerals and Burials</b></p> <ul style="list-style-type: none"> <li>St James the Great Anglican Church burial ground: website: <a href="http://stjameshanslope.org">stjameshanslope.org</a>            Father Gary: 01908 337936/  <a href="mailto:fr.gary@btinternet.com">fr.gary@btinternet.com</a>            Funeral Coordinator – Glyn Hollingshead: 07947 478189</li> <li>Hanslope Methodist Chapel: 01908 614411</li> <li>Hanslope Gospel Hall: 01908 317095</li> </ul> <p><b>Age UK (Home Food Delivery Scheme):</b> 01908 550700  <b>MK Food Support:</b> 01908 690276  <b>Carers MK (care for over 75s):</b> 01908 231703  <b>Hanslope Village Hall:</b> 07517 535898</p>