



Kingsclere Parish Council Complaints Procedure

Reviewed at PPP October 2024
and adopted at the Annual Meeting 19th May 2025

Scope

The policy applies to complaints relating to the administration and procedural affairs of the council. The policy does not deal with grievance issues from staff nor with any matters relating to third parties that do not relate to action taken by the council. At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly, and the process should be reasonable, accessible and transparent

This policy does not apply in the following circumstances:

Alleged financial irregularity

Local electors have a statutory right to object to a council's audit of accounts ([Audit Commission Act 1998, s.16](#)).

Detailed information about your rights can be found [here](#).

Alleged criminal activity

Should you suspect criminal activity; this should be reported to the police for investigation.

Alleged breach of the code of conduct adopted by the council

These types of complaints relate to councillors only and not members of staff. All complaints of this nature should be reported to the Monitoring Officer at Basingstoke and Deane Borough Council
A copy of the council's code of conduct is available from the Proper Officer or can be found on the Council website.

Personal injury, damage to property, financial loss or legal claims

Complaints concerning personal injury, damage to property, financial loss or a legal claim will be immediately referred to the council's insurance providers for investigation and resolution.

Who can complain?

Anyone who lives in or near Kingsclere who is affected by decisions made by the council has a right to complain.

How to complain

Informal complaint

An informal complaint can be made to the Proper Officer or any Councillor by email / letter or in person. The complaint will be dealt with by the most appropriate person depending on the nature of the complaint.

KPC hope that most complaints can be dealt with informally. However, we appreciate that at times an informal complaint might not result in a satisfactory response, or the complaint might be so serious that a formal complaint is more appropriate.

Formal complaint

The council requests that any formal complaints are directed to Proper Officer or the Chairman in writing giving full details of the complaint. If possible, the complaint should include details of any dates/times, references to council minutes, details of staff or councillors concerned, copies of any correspondence and your contact details. If the complaint is about, for example, the Chairman, then you may direct your complaint to another councillor or the Proper Officer.

If complaint is of serious nature relating to the work of a Councillor, the complainant should contact the Standards Board directly or through the Monitoring Officer at Basingstoke and Deane Borough Council

If contacting the Parish Council, then complaints should be sent to: clerk@kingsclere-pc.org.uk

The receipt of your complaint will be acknowledged in writing within 10 working days along with the names of those who will be investigating your complaint.

How will the council deal with your complaint?

All formal complaints will be fully investigated within 14 days with a written response then being sent.

If the complaint is particularly complicated or there is insufficient time to gather information needed, then the council reserves the right to extend the 14 day period but will notify you of this in writing. We will also contact you during this period should we require more information from you. However, the agreed period will be extended should we then require a longer period to investigate any new information provided by you.

You may be invited to attend a meeting when the complaint is being considered, 7 clear days will be given as notice of this meeting. You are welcome to bring a representative with you should you wish. Should you require any assistance, please contact the Proper Officer in the first instance. You may be asked to provide additional documentation relating to the complaint, 7 days in advance of the meeting. The Council will also provide relevant documents if required.

In all cases, the council will endeavour to resolve all formal complaints as quickly as possible.

The Proper Officer and Chairman will lead the investigation into the complaint along with Personnel Policy and Procedure Committee (PPP)

In all cases, the council will treat your complaint in confidence and adhere to current Data Protection Regulations so your identity will not be disclosed unless you choose to waive your right to anonymity.

Once the investigation is complete, we will write to you to advise whether your complaint has been upheld or dismissed. We will give you reasons for our decision along with details of any action the council will take. We will also outline the appeals procedure to you.

What happens next?

If you are dissatisfied with the outcome of your complaint, you should put your concerns in writing to the council and it will be considered by either / or, members of KPC not on the PPP Committee and not involved in the original decision / by the Borough Councillors for our Ward / a neighbouring Parish Council. ("the appeals panel"). The Clerk may be asked to investigate if appropriate.

The appeals panel will look at all the information relating to your complaint and may contact you for further information or invite you to attend a meeting for further discussion. You are welcome to bring a representative with you should you wish.

The appeal panel will notify you of its' decision within 14 days.

The decision of the appeals panel is final.

Policy Adoption History

Reviewed and amended at PPP and agreed at OM April 24 and adopted at the Annual Meeting May 20th, 2024.