HEADON-CUM-UPTON, GROVE & STOKEHAM PARISH COUNCIL

Complaints Procedure

Headon-cum-Upton, Grove & Stokeham Parish Council strive to provide the best service possible for all Parishioners, and is committed to dealing with all complaints, enquiries, requests for information and correspondence fairly, consistently, transparently and objectively. Some may be disappointed or dissatisfied with the service we provide on occasion.

It is in our interests to deal as effectively as possible with any problems as soon as possible. The Clerk (proper officer) works part-time and will strive to respond as quickly as time will allow and normally no later than within 20 working days.

The Clerk will advise the Chairman on receipt of any complaints. Complaints may be against an individual councillor, the council as a whole or the Clerk. Different procedures apply.

Complaints about individual Councillors should be directed to the Monitoring Officer at Bassetlaw District Council. Full details on how to do this can be found at: Procedure for dealing with complaints against Councillors | Bassetlaw District Council…

Complaints against the Council should be made in writing and addressed to The Clerk who is the legal officer of the Council. If the complainant does not wish to put the complaint in writing to the Clerk, they shall be asked to address it to the Chairman. The complaint will be acknowledged in writing by the clerk. It may be that a letter of explanation or apology may be required. If the complaint is of a more serious nature and could bring the conduct of Council into question, the following procedure should be followed:

- The complainant will normally be invited to attend a meeting with a Group of Councillors (The Group) nominated by the Council.
- The Complainant may invite one representative.
- In exceptional circumstances as determined by Council, the complainant may be invited to a full meeting of the Council.
- 7 clear days before the date of the meeting the complainant shall provide Council with copies of any documentation or evidence they wish to refer to at the meeting.
- The Group/Council will consider whether it would be appropriate to exclude the press and public from the meeting.
- At the meeting the Chairman or nominated person of The Group will introduce everyone and explain the procedure. The Clerk will take minutes.
- The complainant or their representative will outline the basis of their complaint.
- Members of The Group/Council may ask questions of the complainant.
- In most cases The Group/Council will need to reflect on the concerns raised and discuss any required actions after the meeting has finished.

- It might be that The Group/Council can make a decision regarding the complaint relatively quickly. In this case, the complainant and their representative will be asked to leave the room whilst The Group/Council makes its decision regarding the complaint. The complainant and their representative will be invited back into the room to hear the decision.
- The Clerk will write to the complainant to confirm the decision.
- The outcome of the complaint will be announced at a Full Parish Council Meeting.

Complaints against the Clerk should be submitted in writing to the Chairman of the Council.

The Chairman will invite the complainant to submit further information and possibly to attend a meeting. The Clerk will not need to be present at this meeting.

The Chair and 2 other nominated Councillors will consider the complaint, if upheld, a remedy will be applied accordingly. The Clerk is an employee of the council, and the matter will be handled according to their Employment Contract and Employment Law and their rights to privacy with regards to their employment will be maintained.

The complainant will receive a written response to their complaint indicating steps taken to remedy the situation.

The Parish Council reserves the right to refuse to deal with a complaint if it considers it to be vexatious or frivolous and this decision is at its sole discretion.

It will refuse to accept a complaint if it is apparent that the complainant is pursuing a complaint that is without merit and intends to cause inconvenience, harassment or expense to the Parish Council. It will also refuse to accept a complaint that it considers has no serious purpose or value. Such complaints, for example, may have little merit and be trivial and investigating them would be out of proportion to the seriousness of the issues complained about.

This Complaints Procedure was adopted by HUGS Parish Council at its meeting on 2nd November 2026, minute ref. 26/119.