

Hollinswood and Randlay Parish Council

COMPLAINTS PROCEDURE AND POLICY

Adopted May 2021, to be reviewed annually
Downemead, Hollinswood, TF3 2EW

COMPLAINTS PROCEDURE / POLICY

PURPOSE

This policy has been developed to support all employees, members, service users, customers and visitors

POLICY

It is the policy of Hollinswood & Randlay Parish Council that all complaints are, in the first instance raised with the appropriate officer. This, in most instances, is the Clerk when the complaint is from an employee regarding an event or otherwise related to their work.

Any complaint from a member of Hollinswood & Randlay Parish Council should be raised immediately with the Clerk to the Council.

Any complaint against an employee should be raised with the Clerk to the Council and any complaint against a member should also be raised with the Clerk.

Any complaint against the Clerk, should be raised immediately with the Chairman of the Human Resources Committee.

A COMPLAINT RAISED BY A MEMBER OF THE PUBLIC WITHIN THE BOUNDARY OF HOLLINSWOOD & RANDLAY PARISH

If your complaint is against a Hollinswood & Randlay Parish Councillor, please write to:

Legal and Democratic Services
Telford & Wrekin Council
Civic Offices,
Telford
TF3 4DL

If your complaint is against an employee of Hollinswood & Randlay Parish Council, please put this in writing to:

The Parish Clerk
Hollinswood & Randlay Parish Council
Hollinswood Neighbourhood Centre
7 Downemead
Hollinswood
TELFORD
TF3 2EW

Hollinswood and Randlay Parish Council

Chairman: Cllr Mrs Sheenagh Unwin

Clerk: Katrina Baker MBE MILCM

If you have any other complaint relating to the work of the Parish Council, please write to the Parish Clerk:

Katrina Baker MBE CiLCA
Parish Clerk
Hollinswood Neighbourhood Centre
Hollinswood
TELFORD
TF3 2EW

In order for your complaint to be dealt with effectively and in a timely manner, the Code of Practice has been adopted so that you can be assured that your grievance, regardless of the content, will be properly and fully considered. It is hoped that by following this transparent process, the good reputation of the Parish Council will be maintained and you will feel that your issue has been resolved to your satisfaction. This procedure will be followed where complaints cannot be resolved less formally by the Parish Clerk or Chairman.

Any correspondence with the Parish Council will be acknowledged within 5 working days and if an answer is not available, you will receive notification of the process and when you can expect to receive a reply.

Reviewed	May 2022
Reviewed	May 2023
To be reviewed	May 2024