



SLAPTON PARISH COUNCIL: COMPLAINTS PROCEDURES

Approved 12th May 2025, Minute ref: 25:25 b i

1. This procedure applies to complaints about the Council's administration, procedures or actions of its employees. Complaints about a policy decisions made by the Council will be referred to the full Council or the relevant Committee for reconsideration.
2. This procedure does not cover complaints about the conduct of a Parish Councillor. Such complaints must be referred to the Monitoring Officer at South Hams District Council.
3. If a complaint about the Council's procedures, administration or the actions of its employees is made orally to a Councillor or the Clerk, the complainant will be asked to put their complaint in writing (by letter or email) and send it to: Clerk, Slapton Parish Council, Edgehill, Carr Lane, Slapton, Devon, TQ7 2PU. Email: clerk@slaptonparishcouncil-devon.gov.uk
4. If the complainant prefers not to contact the Clerk (e.g. if the complaint concerns the Clerk), they may write directly to the Chair of the Council.
5. The Council will aim to acknowledge and deal with the complaint within 21 days of receipt.
6. On receipt of a written complaint:
 - If a Councillor receives a written complaint about the Clerk, it must be referred to the Chair. The Clerk will be formally notified and invited to respond.
 - For all other complaints, the Clerk will try to resolve the issue directly with the complainant.
7. Any complaint resolved directly will be reported (anonymously if needed) to the next Council meeting.
8. Unresolved complaints will also be reported to the next Council meeting. The complainant will be notified of the date and invited to attend and speak if they wish.
9. Complaints involving grievance or disciplinary issues will be handled separately under the Council's Grievance and Disciplinary Policies.
10. The Council may decide to discuss a complaint in closed session (excluding the press and public), but any final decision will be announced in public.
11. In some cases, the Council may consider offering a gesture of goodwill (e.g. a payment or benefit) if someone has suffered a loss due to the Council's maladministration. Such decisions will only be made after legal advice is obtained.
12. The complainant will be notified in writing of the Council's decision and any resulting actions within 10 days of the meeting.
13. The Council may defer handling a complaint if further legal or professional advice is needed. The complaint will then be discussed at the next meeting following receipt of that advice.

Confidentiality & Data Protection

All complaints will be handled in accordance with the Council's obligations under the UK GDPR and Data Protection Act. Personal details will be kept confidential and only shared where necessary for investigating or resolving the complaint.