

## Woughton Community Council

# COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY 2024

## Policy

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. This procedure does not cover complaints about the conduct of a member of the Community Council. Any complaint that a Councillor may have breached the Council's adopted code of conduct should be referred to the Monitoring Officer Milton Keynes Council, Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3HE.
3. 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 Council Manager 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.
4. The complainant will be asked to put the complaint in writing (letter/e-mail) to:

Council Manager  
The Council Hub,  
The Local Centre,  
Coffee Hall,  
Milton Keynes,  
MK6 5EG

Telephone (01908) 395681

email: [reception@woughtoncommunitycouncil.gov.uk](mailto:reception@woughtoncommunitycouncil.gov.uk).

The complaint will be dealt with within 14 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is.

5. If the complainant prefers not to put the complaint to the Council Manager (because the matter relates to the Council Manager, for example) he or she should be advised to write to the Chairperson.
6. On receipt of a written complaint, the Council Manager (except where the complainant is about his or her own actions) or Chair of Council (if the complaint relates to the Council Manager), 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 opportunity to comment. Efforts should be made to resolve the complaint at this stage.

7. Where the Council Manager or a Councillor receives a written complaint about the Council Manager's actions, he or she shall refer the complaint to the Chair of Council. The Council Manager will be formally advised of the matter and given an opportunity to comment.
8. A periodic report will be tabled at a meeting of Council and the Operations and Resources Committee on the outcome of any complaints and to bring to members' attention any comments and or compliments.
9. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.
10. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
11. 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.
12. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
13. 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

### **Linked policies (i.e. to be read in conjunction with).**

- Grievance Procedure
- Disciplinary Procedure
- Code of Conduct

<b>Last review date:</b>	<b>April 2024</b>
<b>Next review date:</b>	<b>April 2025</b>
<b>Lead:</b>	<b>Operations Manager</b>
<b>Overseeing Committee:</b>	<b>Full Council</b>
<b>Approved:</b>	<b>FC 96.24g – 7<sup>th</sup> May 2024</b>
<b>Review cycle:</b>	<b>Annually (at Annual Meeting)</b>