

1. Pencombe Group Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Parish Council or are unhappy about an action or lack of action by this Parish Council, this Complaints Procedure sets out how you may complain to the Parish Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
  - 3.1 Complaints by one council employee against another council employee or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
  - 3.2 Complaints against Councillors. These complaints are covered by the Herefordshire Code of Conduct for Councillors and Co-opted Councillors adopted by the Council in July 2012. If a complaint against a Councillor is received it will be referred to the Monitoring Officer of Herefordshire Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Herefordshire Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council (through the Clerk or Chairman) in advance of the meeting at which the item concerned is to be discussed. There is also the opportunity to raise your concerns in the public participation section of Parish Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by telephone, or by writing to or emailing the Clerk. The addresses and numbers are set out below. Any serious complaint should always be made in writing.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within 5 working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Parish Council who will report your complaint to the Council.
8. The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. In exceptional circumstances the 20 working day time-scale may have to be extended. If this happens, you will be kept informed.

10. If you are dissatisfied with the response to your complaint from the Clerk, you may ask for your complaint to be referred to the Council and (usually within 8 weeks) you will be notified in writing of the outcome of the review of your original complaint.

**Parish Clerk**

Mrs Karen Hodges  
Vilberie Cottage  
Little Cowarne  
Bromyard  
Herefordshire  
HR7 4RQ  
01885 400373  
clerk@pencombegrouppc.org.uk

**Chairman**

Mr Tony "Brasso" Brazier (Pencombe)  
7 Burghope Orchard  
Pencombe  
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HR7 4RT  
01885 400260 / 07974 526836  
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***These Complaints Procedures were adopted by the Parish Council at a meeting of the Council held on:***

24<sup>th</sup> October 2017

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