

WARBOYS PARISH COUNCIL

Code of Conduct – Complaints Form

1. Making a Complaint

You can use this form to complain about –

- a decision or action of the Council;
- a decision or action of a councillor (other than a breach of the Council’s Code of Conduct for Members) or an employee of the Council.

If your complaint relates to an allegation that a member of the Council has breached the Members Code of Conduct adopted by the Parish Council, you should complain to Huntingdonshire District Council. Please complete the complaints form available from that authority at Pathfinder House, St Mary’s Street, Huntingdon, Cambs, PE29 3TN or on their website at www.huntingdonshire.go.uk. Your complaint will be dealt with by the Monitoring Officer of the District Council under that authority’s protocol for such matters. Alternatively the Monitoring Officer may refer the matter back to the Parish Council if he thinks that the matter may be resolved locally in which case it will be dealt with under the Parish Council’s Complaints Code.

You are advised to read the Parish Council’s complaints procedure before completing this form. This is available from the Clerk of the Council, 2 Blenheim Close, Warboys, Huntingdon, Cambs, PE28 2XF (clerk@warboysparishcouncil.co.uk) or from the Council’s website at www.warboyspc.info.

2. Your details

Please provide your name and contact details –

Title:	
First Name:	
Last Name:	
Address:	

Daytime or Mobile Telephone Number:	
Evening Telephone Number:	
E-mail Address:	

Your address and contact details will not normally be released unless necessary or to deal with your complaint.

However the following people will be informed that you have made this complaint:

- The Chairman of the Parish Council (or the Vice Chairman if the complaint is about the Chairman);
- A councillor or employee if the complaint relates to that individual.

Your name and a summary of your complaint will be supplied to those persons. If you have serious concerns about your name and a summary or details of your complaint being released, please complete section 4 of this form.

Please describe which type of complainant you are:

- Member of the public
- An elected Member of a local authority
- Council officer or employee
- Other (please describe below)

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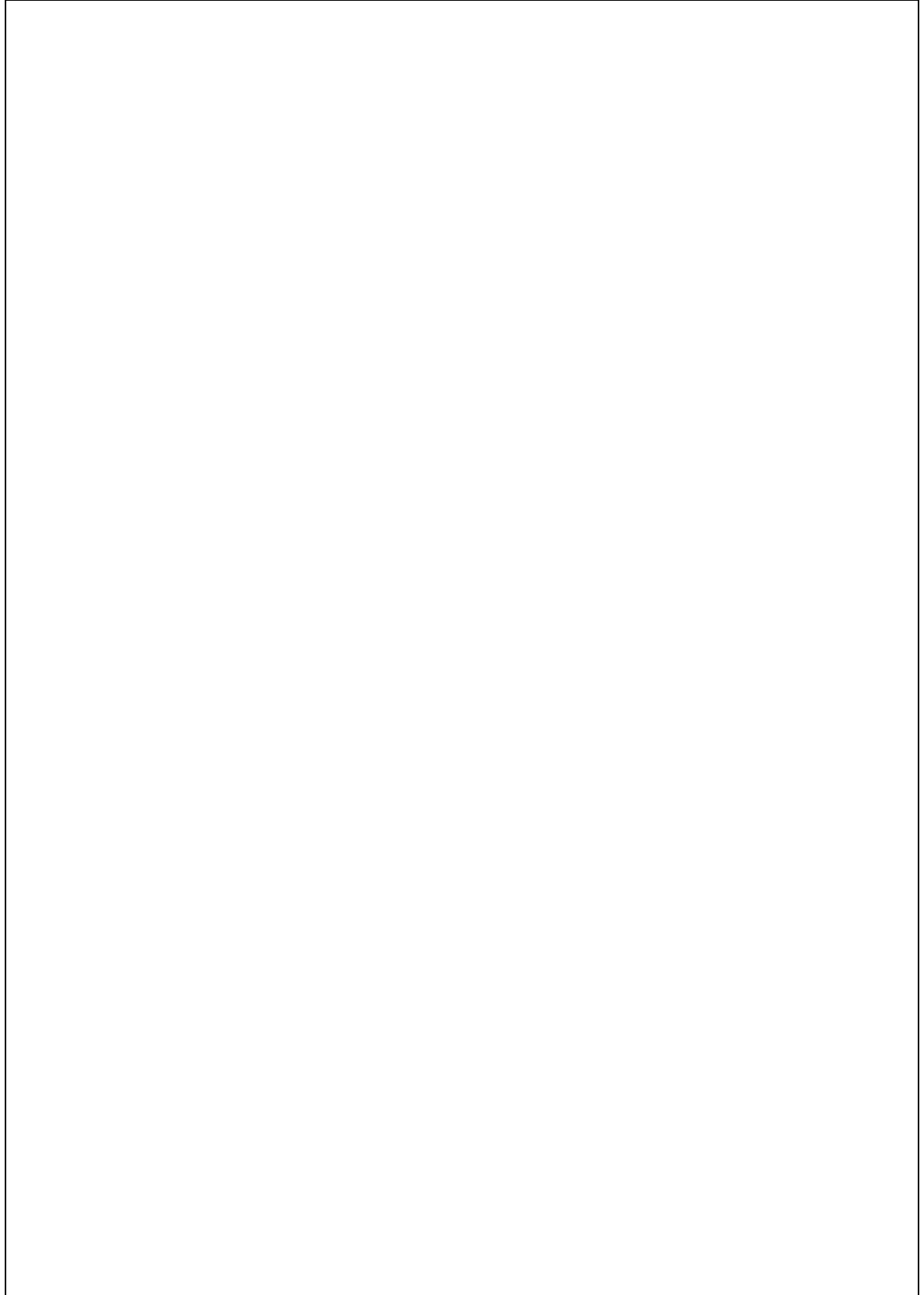
3. Making Your Complaint

Your complaint or allegation should be addressed to the Clerk of the Council, 2 Blenheim Close, Warboys, Huntingdon, Cambs, PE28 2XF or clerk@warboysparishcouncil.co.uk In you wish to complain about the Clerk, you can send your complaint to the Chairman at 30 Pathfinder Way, Warboys, Huntingdon, Cambs, PE28 2RD or chairman@warboysparishcouncil.co.uk

Upon receipt of your complaint, this will be dealt with under the Council's Complaints Procedure.

Please provide details of your complaint about a decision or action of the Council (which may include a decision or action of a committee or an employee) in the box below. Please provide as much information as possible to explain your complaint and the reason for making it.

Please note that your complaint should be about the way that the Council has acted or reached a decision. It should not be about the merits of a decision itself and the complaints procedure should not be pursued in the hope of a decision being overturned and a more favourable outcome to you being reached.



Please explain whether you feel that you have suffered any loss as a result of the action or decision of the Council –

Please explain what remedy you would like to achieve as a result of the submission of your complaint –

Please continue on a separate sheet if necessary in respect your answers to the questions above.

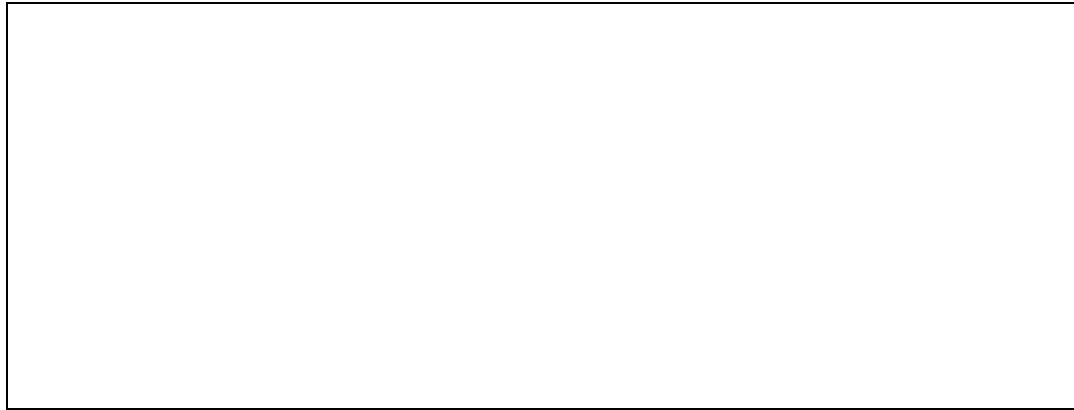
4. Only complete this next section if you are requesting that your identity is kept confidential.

In the interests of fairness and natural justice, the Council believes that a councillor or employee who has been complained about has a right to be provided with a summary of your complaint. The Council is unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that such notification would be contrary to the public interest or would prejudice any person's ability to investigate the allegation, *i.e. if you had reasonable grounds for believing that you might be at risk of physical harm if your identity was disclosed, if you fear that the consequences of your action might affect your employment or if there are serious health grounds or medical risks associated with your disclosure.*

Please note that requests for confidentiality or a request for suppression of complaint details will not automatically be granted. The Clerk and the Chairman will consider the request alongside the substance of your complaint. If your complaint relates to the Clerk, this will be undertaken by the Chairman and Vice Chairman. The Council will then contact you with the decision. If your request for confidentiality is not granted, the Council will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, the Council may proceed with the investigation or other action and disclose your name even if you have expressly asked the Council not to do so.

Please provide details as to why you believe the Council should withhold your name and the details of your complaint.



5. Submission of Your Complaint

Your complaint must be submitted in writing. This includes electronic submissions.

If you require any additional help or guidance in completing this form, please contact the Clerk on 01487 823562 or clerk@warboysparishcouncil.co.uk.

Your completed form should be returned to the Clerk at 2 Blenheim Close, Warboys, Huntingdon, Cambs, PE28 2XF or clerk@warboysparishcouncil.co.uk or to the Chairman at 30 Pathfinder Way, Warboys, Huntingdon, Cambs, PE28 2RD chairman@warboysparishcouncil.co.uk .