

HAIL WESTON PARISH COUNCIL

Complaints Procedure

Adopted by Hail Weston Parish Council: 19/05/2026

Last reviewed: 19/05/2026

Next review due: May 2027

1. Purpose of this Procedure

Hail Weston Parish Council is committed to providing high-quality services to residents, businesses, and visitors within the parish. The Council welcomes feedback and recognises that complaints provide an opportunity to improve services, procedures, and communication.

This procedure explains how complaints about the administration, procedures, or services of the Council can be made and how they will be handled.

2. Scope of the Procedure

This procedure applies to complaints relating to:

- The administration of the Council;
- The procedures or processes used by the Council;
- The standard of service provided by the Council;
- The conduct of Council employees in relation to Council business.

The Council will treat complaints seriously, fairly, and confidentially where appropriate.

3. Matters Excluded from this Procedure

This procedure does not apply to:

3.1 Employee Matters

Complaints by one employee against another employee, or between an employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.

3.2 Complaints Against Councillors

Complaints regarding the conduct of Parish Councillors are covered by the Council's adopted Code of Conduct.

Any complaint alleging a breach of the Code of Conduct will be referred to the Monitoring Officer at Huntingdonshire District Council for consideration under the relevant standards procedures.

Further information can be obtained from:

Monitoring Officer
Huntingdonshire District Council

4. Raising Concerns Before Decisions are Made

The Council encourages residents to raise concerns before decisions are taken wherever possible.

Concerns may be raised by:

- Writing to the Parish Clerk before the relevant meeting;
- Attending a Council meeting and speaking during the public participation section, where permitted.

Once a Council decision has been made, complaints cannot be used to challenge the merits of that decision but concerns regarding procedure or administration may still be raised through this complaints process.

5. How to Make a Complaint

Complaints should normally be made to the Parish Clerk.

Complaints may be submitted:

- In writing;
- By email;
- By telephone; or
- In person by prior appointment.

Please provide as much information as possible, including:

- Your name and contact details;
- Details of the complaint;
- Relevant dates, correspondence, or supporting evidence;
- The outcome you are seeking.

Anonymous complaints will only be considered where there is sufficient evidence to justify investigation.

6. Informal Resolution

The Council aims to resolve complaints informally and as quickly as possible wherever appropriate.

The Parish Clerk will normally acknowledge receipt of a complaint within five working days and will seek to resolve the matter promptly.

7. Complaints About the Parish Clerk

If the complaint concerns the Parish Clerk, the complaint should be made directly to the Chairman of the Council; Oliver Oldfield, oliver@hailwestonparish.gov.uk

The Chairman will acknowledge the complaint and arrange for the matter to be investigated appropriately.

8. Investigation of Complaints

The Parish Clerk or the Council (as appropriate) will investigate the complaint fairly and impartially.

This may include:

- Requesting further information from the complainant;
- Reviewing relevant documents or correspondence;
- Consulting Council employees or Councillors involved.

The Council may decline to investigate complaints that are considered vexatious, abusive, repetitive, or lacking sufficient substance.

9. Response and Outcome

The complainant will normally receive a written response within 20 working days of the complaint being acknowledged.

The response will include:

- The findings of the investigation;
- Any action the Council proposes to take;
- Reasons for the decision reached.

Where additional time is required, the complainant will be informed of the reason for the delay and provided with an updated timescale.

10. Review of Complaint

If the complainant is dissatisfied with the outcome, they may request that the complaint be reviewed by the full Parish Council.

A request for review should be made in writing within 20 working days of receiving the original response.

The Council will normally complete the review within eight weeks and will notify the complainant in writing of its final decision.

The decision of the Council following the review shall be final.

11. Confidentiality and Data Protection

The Council will process personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information relating to complaints will be handled sensitively and retained only for as long as necessary.

Contact Details

Parish Clerk

Hail Weston Parish Council

Email: clerk@hailwestonparish.gov.uk