

## **Nacton Parish Council Complaints Procedure**

1. The following procedure will be adopted to deal with complaints about Nacton Parish Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred to the Council, or relevant Committee as appropriate, to consider.
2. This procedure does not cover complaints about the conduct of a member of Nacton Parish Council. Any complaint that a councillor may have breached the Council's adopted Code of Conduct should be referred to the Standards Committee/Monitoring Officer at East Suffolk District Council
3. This procedure does not cover disciplinary or grievance procedures relating to the Clerk or RFO. These are covered in Nacton Parish Council's Disciplinary and grievance Procedures, which are not public documents.
4. 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 Clerk 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.
5. The complainant will be asked to put the complaint in writing, either a letter to the Clerk to the Council or by e-mail to [clerk@nactonparishcouncil.gov.uk](mailto:clerk@nactonparishcouncil.gov.uk) . A response to the complaint will be sent within five days of receipt, although this may be a holding reply pending further enquiries. Refusal to put the complaint in writing does not necessarily mean that it cannot be investigated, but it is easier to deal with if it is in writing.
6. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example), they should be advised to contact the Chair of the Council by email.
7. On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his or her own actions), or the Chair of the Council (if the complaint refers to the Clerk), 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 the opportunity to comment. Efforts will be made to resolve the complaint at this stage.
8. Where the Clerk to the Council, or a councillor, receives a written complaint about the Clerk's or RFO's actions, they shall refer the matter to the Chair of the Council. The Clerk or RFO to the Council will be formally advised of the matter and given an opportunity to comment. Any complaint about the Clerk or RFO will be dealt with under Nacton Parish Council's Disciplinary and Grievance Procedures.
9. The Clerk to the Council (or Chair) will report to the next meeting of the Council any complaint dealt with by direct action with the complainant.

10. The Clerk to the Council (or Chair) will report to the next meeting of the Council any complaint that has not been resolved. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered the opportunity to explain the complaint to the Council.

11. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public. Regardless of this, any decision on the complaint will be announced in public at the Council meeting.

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 actions 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 needed. The advice will be considered, and the complaint dealt with, at the next meeting after the advice has been received.

Revised: 27-May-2026

Date of next review: May 2027

## Appendix A

Useful email addresses:

Clerk to Nacton Parish Council:

Brian Mansfield: [clerk@nactonparishcouncil.gov.uk](mailto:clerk@nactonparishcouncil.gov.uk)

Chair of Nacton Parish Council:

Cllr Paula Warner

[councillor.warner.nactonpc@gmail.com](mailto:councillor.warner.nactonpc@gmail.com)