

Aldbury Parish Council

Complaints Procedure

1. Aldbury 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 council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the 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. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 14th May 2018 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Dacorum Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Dacorum Borough Council.
 - 3.3. complaints against planning decisions. Planning decisions are made by Dacorum Borough Council as the Local Planning Authority. Such complaints should be made to Dacorum Borough Council, as should requests for enforcement action relating to planning matters. Aldbury Parish Council comments on planning applications but does not make decisions on planning applications.
4. You may make your complaint about the Council's procedures or administration to the Parish Clerk. You may do this by writing to or emailing the Clerk.
parishclerk@aldburyparish.org.uk
Aldbury Parish Council, Aldbury Memorial Hall, The Green, Aldbury, Tring, Herts, HP23 5RR.
5. 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 five working days.
6. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council, contact details on www.aldburyparish.org.uk who will report your complaint to the Council.

7. The Clerk along with at least one Councillor will investigate each complaint, obtaining further information as necessary from you and/ or members of the Council. The nature of your complaint and the findings of the investigation will be shared with the full Council.

8. The Clerk or the 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 cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)