

Kennington Parish Council

Complaints Procedure

Agreed and adopted on 13 September 2018 (minute No.179.18)

Last reviewed on 14 December 2023 (minute No. 352.23)

“A complaint is an expression of dissatisfaction...about the council’s action or lack of action or about the standard of a service, whether the action was taken or the service was provided by the council itself or a person or body acting on behalf of the council.”

- All formal complaints against the council must be communicated in writing. This should be addressed to:
Anne Feather
Clerk to Kennington Parish Council
20 Kennington Road
Kennington, Oxford OX1 5NZ
or emailed to clerk@kennington-pc.gov.uk

If the complaint concerns the clerk, it should be sent to:

Alan Cobb
Chair to Kennington Parish Council
17 Kennington Road
Kennington, Oxford OX1 5NZ
or emailed to alan.cobb@kennington-pc.gov.uk

- Receipt of the complaint will be acknowledged in writing within 5 working days.
- All complaints will be dealt with confidentially, unless the complainant waives confidentiality. The council will comply with its obligations under the General Data Protection Regulations to safeguard against the unlawful disclosure of personal data.
- The complaint will be dealt with by the Personnel Committee, and a meeting of the committee will be convened within one calendar month of the complaint being received.
- Complainants will be provided with details of the meeting of the Personnel Committee, and will be given the opportunity to make verbal representations. Complainants may bring one additional person to act as a supporter to the meeting.
- A decision will be made by the Personnel Committee, and communicated to the complainant within 10 working days following the date of the meeting.
- If the complainant is not satisfied with the outcome after the initial review, they must inform the Clerk (or Chairman, if the complaint concerns the clerk) within 28 days of the date of the

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decision. This will be acknowledged within 5 working days, investigated by the Personnel Committee and the decision will be communicated in writing, usually within one calendar month. If no further communication is received after 28 days of the initial outcome, the complaint will be considered closed.

- If the complainant remains dissatisfied with the council's final response, the complaint and council's response can be referred to:
the Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
Telephone Number: 0300 061 0614 / 0845 602 1983.
Further information is available at <https://www.lgo.org.uk/>

Other bodies have responsibility for certain types of complaint, for example, the district council is responsible for handling complaints that relate to a councillor's failure to comply with the council's code of conduct. To make a complaint about a parish councillor, you need to complete a complaints form which is available on the Vale of White Horse District Council's website or by telephoning 01235 547675. This should then be sent to:

Monitoring Officer
Vale of White Horse District Council
The Abbey House
Abingdon OX14 3JE.
Email: monitoringofficer@whitehorse.gov.uk. Tel: 01235 540407
Further information is available on the [Vale of White Horse website](#).

REVIEW PERIOD

This procedure will be reviewed every two years unless there is any specific changes in between.