

COMPLAINTS PROCEDURE

Adopted July 2026
Review date July 2027

Halstead Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area, or those who are visitors to the locality. If you are dissatisfied with the standard of service you have received from the Council or are unhappy about an action, or lack of action, by this Council, the following Complaints Procedure sets out how you may complain to the Council and how it will try to resolve your complaint.

This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- 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 & Grievance procedures'.¹
- Complaints against Councillors. If a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Sevenoaks District Council. Further information on the process of dealing with complaints against Councillors may be obtained from the Monitoring Officer of Sevenoaks District Council by emailing Democratic Service: democratic.services@sevenoaks.gov.uk.

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on the matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings.

If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders² prevent the Council from re-opening issues for six months from the date of the decision unless there are exceptional grounds to consider this necessary and the special process set out in the Standing orders is followed.

¹ Disciplinary & Grievance Procedures available on website

² Standing Orders available on website

You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in writing or email to the Clerk. Contact details below and at the end of this document.

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 5 working days. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairperson of the Council, who will report your complaint to the Council. The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Chairperson 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. (In exceptional cases, the 20 working days' timescale may have to be extended. If it is, you will be kept informed).

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within 8 weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts (July 2026)

Clerk of Halstead Parish Council: Pip Nott
Halstead Parish Council address: The Parish Room, Church Road, Halstead TN14 7HG
Clerk's email: clerk@halsteadparishcouncil.gov.uk
Chairperson's email: cllr.peel@halsteadparishcouncil.gov.uk