

# **BARNT GREEN PARISH COUNCIL**

**80 Hewell Road, Birmingham, B45 8NF**

**0121 447 9893**

**exec@barntgreen.org.uk**  
**www.barntgreen.org.uk**



## **Complaints Policy**

**Barnt Green Parish 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, or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

This form tells you:

- the type of complaints that can be addressed using this procedure;
- how to contact us with your complaint;
- what information we will ask you to provide;
- what we will do when we hear from you.

### **The type of complaints that can be addressed using this procedure**

This procedure should be used to address complaints about Council administration and procedures and may include complaints about the way Council employees have dealt with your concerns.

It is not appropriate to deal with all complaints using this procedure. For example, complaints about financial irregularity, criminal activity, councillor or employee conduct require special consideration or may be subject to other Council or third-party procedures. If your complaint does not fall within the scope of this procedure please contact either the Executive Officer or the Chair of the Council for further advice.

### **How to contact us with your complaint**

You can contact the Executive Officer to advise that you have a complaint as follows:

- by telephone on 0121 447 9893;
- by email to [exec@barntgreen.org.uk](mailto:exec@barntgreen.org.uk)
- in writing to 80 Hewell Road, Barnt Green, Birmingham, B45 8NF;
- in person at the above address on Monday to Thursday from 10am until 1pm.

You can contact the Chairman of the Council to advise that you have a complaint as follows:

- by email to [robert.cholmondeley@barntgreen.org.uk](mailto:robert.cholmondeley@barntgreen.org.uk)
- in writing to 80 Hewell Road, Barnt Green, Birmingham, B45 8NF and marked for the attention of the Chairman.

## Information we will ask you to provide

We will ask you to provide the Council with:

- your name and contact details;
- details of your complaint;
- details of any prior contact with the Council about the matter;
- an indication of the outcome you are seeking.

Please use the Council's Complaint Report Form when making a complaint under this procedure. This form can be downloaded from the Council's website at [www.barntgreen.org.uk](http://www.barntgreen.org.uk) or will be sent to you by the Executive Officer upon request.

## What we will do when we hear from you

On receiving your completed Complaint Report Form the Council will investigate the matter fully and will obtain further information as required.

In the first instance, your complaint will be investigated by the Executive Officer. If this is not acceptable, or the Executive Officer does not feel that it is appropriate, your complaint will be investigated by the Chairman of the Council. If neither the Executive Officer nor the Chairman can investigate, your complaint will be referred to the relevant council member.

We may be able to give you an answer straight away. If not, we will use our best endeavours to notify you, by email or in writing, of the outcome of your complaint within 28 working days of hearing from you. If we cannot give you a full answer within 28 working days we will give you a progress report, explain why we need more time to investigate further and tell you when you can expect a full answer.

The Council will be notified of your complaint and any conclusion or on-going progress, as part of the Executive Officer's report at the Council's next meeting.

If you are dissatisfied with the outcome of the investigation you may ask for your complaint to be referred to the full Council. If procedures permit, and the information required by the Council is available, the complaint will be heard at the next Council meeting. If this is not possible, the complaint will be heard at the following Council meeting.

Where a complaint is referred to the Council, the circumstances of the complaint will be considered and, if necessary, the public and press will be excluded from that part of the agenda under which the matter is discussed. You will be advised of the Council's decision within 5 days of the meeting.

The decision will be recorded in the minutes of the meeting.

Chairman   
Cllr R Cholmondeley, Barnt Green Parish Council ..... Date 25 September 2023

Date of next review: September 2024

**Please complete this form when making a complaint to Barnt Green Parish Council under its Complaints Procedure.**

Name	
Address	
Telephone No	
Email address (optional)	

Provide here the details of your complaint (Continue overleaf if necessary)

Have you spoken to, emailed or written to anyone at the Council about your complaint?	Yes	No
If Yes, provide their name:		
What happened as a result of this contact? (Continue overleaf if necessary)		

What would be the best way for the Council to resolve your complaint? (Continue overleaf if necessary)

**Please return this completed form either by post to:  
The Executive Officer, Barnt Green Parish Council, 80 Hewell Road, Barnt Green, B45 8NF  
or by email to [exec@barntgreen.org.uk](mailto:exec@barntgreen.org.uk)**







# 22. Complaints Procedure - September 2023

Final Audit Report

2023-10-02

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