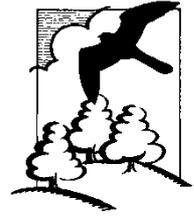


# Hawkhurst Parish Council

## Complaints Procedure



November 2020

1. Hawkhurst Parish Council is committed to providing a high-quality service for the benefit of residents of Hawkhurst.
2. If you are dissatisfied with the standard of service you have received or are unhappy about an action or lack of action by Hawkhurst Parish Council, this Complaints Procedure sets out how you can make a formal complaint to the Council and how we shall try to resolve your complaint.
3. This Complaints Procedure applies to complaints about Hawkhurst Parish Council's administration and procedures and may include complaints about how Hawkhurst Parish Council employees or Councillors have dealt with your concerns. It is not about resolving employee matters, which are dealt with under Hawkhurst Parish Council's disciplinary and grievance procedures.
4. You may make your complaint about Hawkhurst Parish Council's procedures or administration in writing to the Clerk. The postal and e-mail addresses are set out below.
5. The Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will acknowledge your complaint within 5 working days.
6. If you do not wish to report your complaint to the Clerk (for instance the complaint might be about the Clerk), you may make your complaint directly to the Hawkhurst Parish Council Chairman. You should write to the Hawkhurst Parish Council Chairman at the address below, marking the envelope "Private and Confidential" or email the Chairman – details below.
7. The Chairman will investigate each complaint, obtaining further information as necessary from you, staff or members of Hawkhurst Parish Council.
8. The Clerk or the Hawkhurst Parish Council Chairman will notify you within 20 working days of the outcome of your complaint and of what action (if any) Hawkhurst Parish Council proposes to take as a result of your complaint. In exceptional cases the 20 working days' timescale may have to be extended. If it is, you will be kept informed.
9. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to Hawkhurst Parish Council Full Council. Hawkhurst Parish Council Full Council will appoint three of its members who have not previously been involved in the case. You will be notified in writing of the outcome of the review of your original complaint within 12 weeks.

10. If your complaint is about a Councillor then please write or email the Clerk, details below. The Clerk will respond within 5 working days and will notify you within 20 working days of the outcome of your complaint and of what action (if any) Hawkhurst Parish Council proposes to take as a result of your complaint. Note we report Councillor complaints to the Tunbridge Wells Borough Council Monitoring officer as an independent overseer of complaints against Parish Councillors. In exceptional cases the 20 working days' timescale may have to be extended. If it is, you will be kept informed.

### **Contacts**

The Clerk  
Hawkhurst Parish Council  
Office at The Moor  
Hawkhurst  
Kent TN18 4NT

Telephone: 01580 752058

Email: [parish.clerk@hawkhurst-pc.gov.uk](mailto:parish.clerk@hawkhurst-pc.gov.uk)

The Chairman  
Hawkhurst Parish Council  
Office at The Moor  
Hawkhurst  
Kent TN18 4NT

Email: [clare.escombe@hawkhurst-pc.gov.uk](mailto:clare.escombe@hawkhurst-pc.gov.uk)