

PUXTON PARISH COUNCIL
In the North Somerset Council Ward of Congresbury and Puxton

PUXTON PARISH COUNCIL COMPLAINTS POLICY

Website: www.puxtonparishcouncil.org.uk

Clerk: clerk@puxtonparishcouncil.org.uk

Making a complaint

There may be times when things go wrong and you do not receive the standard of service you expect. If you feel that you have good cause for complaint, then we need to know. We will deal with your complaint confidentially unless this is not possible, for example if legislation applies. In the first instance, please take your complaint up with the Clerk or an individual Councillor (current details on the Council's website (see above). You can also contact your North Somerset District Councillor who will take the issue up for you. If you are not satisfied, you can ask for your complaint to be examined by the Local Government Ombudsman via telephone: 0300 061 0614 or 0845 602 1983.

Making a complaint about a Councillor

Local residents can complain to North Somerset Council's Monitoring Officer about the behaviour of a district Councillor or a parish or town Councillor in North Somerset in relation to them:

- unlawfully discriminating against someone
- failing to treat others with respect
- bullying any person
- intimidating any person involved in any investigation or proceedings about someone's misconduct
- doing something to prevent those who work for the council from being unbiased
- revealing information given to them in confidence, or stopping someone getting information to which they are legally entitled
- damaging the reputation of their office or council
- using their position improperly, to their own or someone else's advantage or disadvantage
- misusing their council's resources
- allowing their council's resources to be misused for the activities of a registered political party
- failing to register financial or other prejudicial interests
- failing to declare an interest at a meeting
- taking part in a meeting or making a decision where they have an interest that is so significant that it is likely to affect their judgement
- failing to register gifts or hospitality they have received in their role as a member worth over £25.

These arrangements do not include complaints about refusal of planning permission, complaints of injustice arising from maladministration by local councils, outcome of School Admissions appeals.

To make a complaint about the behaviour of a Councillor, and find out more about the process, contact the Monitoring Officer, North Somerset Council, Town Hall, Weston-super-Mare BS23 1UJ, to tell them what grounds you're complaining on. The Monitoring Officer will let you know whether the complaint should or should not be investigated.