

Staploe Parish Council Complaints Procedure

Revised July 2020

Complaints about the Parish Council:

Any member of the public who has a complaint about the Parish Council should send their complaint in writing using the Staploe Parish Council Complaints Form to the Parish Clerk Mrs Lucy Crawford, 33, Staploe, St. Neots, Cambs. PE19 5JA or send it to her on e-mail at clerk@staploe-pc.gov.uk

The Clerk will make all Parish Councillors aware of the complaint and the Clerk will acknowledge the complaint within 5 working days to explain what action will be taken. This may involve discussing it at the next parish council meeting. The Clerk will then report back on any outcomes or decisions taken as a result of the complaint.

Complaints about the Parish Clerk:

Any member of the public who has a complaint about the Clerk should send their complaint in writing to the Chairman of the Parish Council Jo Ibbett at 1, Chapel Close, Honeydon, Bedford MK44 2NE Tel 07775 877 659 E-mail Jibbett@staploe-pc.gov.uk

Complaints about the conduct of a Parish Councillor:

Any member of the public who has a complaint about the conduct of an individual councillor should follow the procedure set out in our “Procedure for Breach of Code of Conduct Allegations” which is available on our website under “Council Documents”.

In brief it states that you should send your complaint, in writing, to the following address:-

The Monitoring Officer
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

In order to ensure that the Monitoring Officer has all the information which he needs to be able to process your complaint, please use the Council’s complaint form which can be downloaded from Bedford Borough Council’s website, or is available on request from Reception at Borough Hall or by emailing standards@bedford.gov.uk.

Reporting Criminal Activity:

This should be reported to the police on 999 for emergencies and 101 and select Bedfordshire for non-emergencies.

Appeals

If you are unhappy with the way the Parish Council has handled your complaint but it does not involve the conduct of an individual Parish Councillor then you should write to the Borough Councillor for Staploe Parish - Tom Wootton at tom.wootton@bedford.gov.uk or ultimately to the Local Government Ombudsman. You can visit their website and complete a complaints form online at <http://www.lgo.org.uk> or write to PO Box 4771, Coventry CV4 0EH or telephone 0300 061 0614