

Bradleys Both Parish Council

Complaints Procedure

1. Guidance notes

- 1.1 These notes provide guidance for anyone making a complaint about Bradleys Both Parish Council ('the Parish Council'). In these notes, the person making the complaint is referred to as 'you' or 'your' as appropriate.
- 1.2 The Parish Council intend to deal with complaints as rapidly and informally as possible.
- 1.3 The Parish Council can deal with complaints about the services it provides, its failure to respond appropriately to communications, its failure to observe its policies or procedures or the conduct of its members or staff.
- 1.4 There may be cases where your complaint is better directed elsewhere. In particular, if you wish to complain about the conduct of a member of the Parish Council you can contact the monitoring officer at North Yorkshire Council who can be contacted by email at MonitoringOfficer@northyorks.gov.uk or by telephone on 01609 532173.
- 1.5 These notes do not form part of the Complaints Procedure set out below but are intended for your guidance.

2. Complaints Procedure

- 2.1 If you wish to make a formal complaint about the Parish Council you should write to the clerk setting out your complaint clearly and identifying the persons involved, the dates on which relevant events took place and any documents which you believe to be relevant.
- 2.2 The clerk can be contacted by email at clerk@bradleysboth-pc.gov.uk or by post at Bradley Parish Council, Bradley Village Hall, Lidget Road, BD20 9DS. Copies of any documents which you believe to be relevant should be included with your email or letter.
- 2.3 Your email or letter should include your name and contact details. The Parish Council cannot deal with anonymous complaints.
- 2.4 The clerk will then investigate your complaint and, where necessary, consult the members of the Parish Council.
- 2.5 The clerk will respond to your complaint in writing and attempt to resolve it within twenty-one days of its receipt.
- 2.6 There may be cases where the clerk and the members of the Parish Council need further information in order to resolve your complaint. If so, the clerk will write to you setting out the further information you need to provide. In these cases, the twenty-one day period will run from the date on which you provide that further information.

- 2.7 If you are not satisfied with the written response, you may then ask the Parish Council to deal with the matter at its next meeting. So that the members of the Parish Council have adequate time to consider your request, you should do so at least seven days before their next meeting. Dates of forthcoming meetings of the Parish Council can be found at <https://bradleysboth-pc.gov.uk>. If your request is received within seven days of the Parish Council's next meeting, it may be held over until the next meeting.
- 2.8 You may attend the meeting in order to explain your complaint and why you are not satisfied with its proposed resolution. Meetings of the Parish Council are held in public and its Minutes are public documents. In rare cases where your complaint concerns matters you might reasonably expect to be kept private, the Parish Council may agree to hear your complaint in private if you wish.
- 2.9 If your complaint concerns the clerk or individual members of the Parish Council, they will not participate in the meeting when your complaint is considered but may be asked by the remaining members of the Parish Council for their comments on anything you say.
- 2.10 There may be cases where the Parish Council is not able to respond to your complaint. Examples include complaints which the Parish Council needs to report to its insurers or other bodies. If so, the clerk will write to you as soon as possible explaining the position.
- 2.11 There may be cases where, if you are dissatisfied with the Parish Council's decision, you have a right of appeal to another body such as the Local Government Ombudsman (website at <https://www.lgo.org.uk/>) although such cases are likely to be rare.
- 2.12 There may be cases where the Parish Council considers your complaint to be trivial or vexatious. If so, the clerk will write to you explaining why the Parish Council has reached that conclusion and that it cannot deal with your complaint.

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