Little Munden

Parish Council

Complaints Procedure

Approved: June 2026
Review Date: May 2029

Complaints Procedure

1. Little Munden 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 from this council or are unhappy about an action or lack of actions by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

2. This Complaints Procedure applies to complaints about the council administration and procedures and may include complaints about how council employees have deal with your concerns.

3. This Complaints Procedure does not apply to:

    - complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
    - Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the council in June 2026 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of East Herts District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of East Herts District Council.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on the matter. You may do this by writing to Little Munden Parish Council in advance of the meeting at which the item is to be discussed. There is an opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a council decision, you may raise your concerns with the Council, but Standing Orders prevent the council from re-opening issues for six months from the date

of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about this council's procedures or administration to the Parish Clerk. You may do this in person, by phone, or by writing to emailing the Clerk. The addresses and numbers are set out below.

6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within 5 working days.

7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman/woman of the Council, contact details on wwww.littlemundenpc.org.uk who will report your complaint to the Staffing Committee.

8. The Clerk or Staffing Committee of the Council will investigate each complaint, obtaining further information as necessary from you and/or from staff and/or members of the Council.

9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and within eight weeks you will be notified in writing of the outcome of the review of your original complaint.

Contacts
The Clerk of Little Munden Parish Council
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clerk@littlemundenpc.org.uk

The Chair of Little Munden Parish Council
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07568 347526
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