



STOKE BRUERNE PARISH COUNCIL

COMPLAINTS PROCEDURE

Stoke Bruerne Parish Council aims to provide an efficient and courteous service to our residents. There will be occasions when, due to our limited local government powers and funding, we may not be able to give you the outcome you require but you should be satisfied that your enquiry has been treated correctly.

If you have not been satisfied with the service you have received, then please read the details below to ascertain how to proceed with a complaint. It is our policy to ensure that all parties are treated fairly and the process should be reasonable, accessible and transparent.

HOW TO MAKE A COMPLAINT

1. Any complaint about an employee of the Council (e.g. the Clerk) will be dealt with as an employment matter. As a complainant, you can rest assured that the matter will be dealt with internally and appropriate action taken. You should write to The Chair, care of the Clerk, Adele Boughton C/O 8 Keppel Avenue Haversham, Milton Keynes MK19 7AJ or email clerk@stokebruerneparishcouncil.gov.uk . Any complaint about an individual Councillor should be sent to the Monitoring Officer at West Northants Council [Make a complaint about a Councillor | West Northamptonshire Council](#)

3. If your complaint is about the administration of the council or its procedures, then you should follow the process as outlined below -

- a) In the first instance, you should always raise your complaint with the Clerk to the Council, either by writing to the Clerk at the address above, or by email clerk@stokebruerneparishcouncil.gov.uk . Wherever possible, the Clerk will try and resolve the problem for you or advise you of the authority who can assist you.
- b) If you are not satisfied with the response that you have received at the initial stage and wish to pursue a formal complaint, then the clerk will organise a meeting with the Parish Council to deal with the matter. (The guidelines overleaf will explain clearly how this is undertaken).

Before the Meeting

1. Please submit your complaint about Stoke Bruerne Parish Council's procedures or administration in writing to clerk@stokebruerneparishcouncil.gov.uk .
2. If for any reason, you do not wish to submit your complaint to the Clerk, please address it to the Chair care of the Clerks address or directly to the Chairman at a Council meeting. The current Chair is Councillor Kathryn Dodington.
3. The Clerk/Chair will acknowledge receipt of your complaint within seven days and advise you when the matter will be considered by the Council.
4. You will be invited to attend the relevant meeting and bring with you any such representative as you wish.
5. Seven clear working days prior to the meeting, you must provide the Chair of the Council with copies of all documentation or other evidence, which you wish to refer to at the meeting. The Council shall, similarly, provide you with copies of any documentation upon which they wish to rely at the meeting. It will not be possible for either party to introduce any new documentation or evidence at the meeting.

At the Meeting

6. The Council will consider whether the circumstances of the meeting warrant the exclusion of the public and press.
7. The Chair will introduce everyone.
8. The Chair to explain procedure
9. The Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the Complainant
11. If relevant, Clerk to explain the Parish Council's position.
12. Members to ask any question of the Clerk.
13. Clerk and Complainant to be offered opportunity of last word (in this order).
14. Clerk and Complainant to be asked to leave room, while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. Clerk and Complainant return to hear decision or to be advised when decision will be made.

After the Meeting

16. The decision of the Complaints Committee will be confirmed to you in writing within seven working days together with details of any action to be taken. The decision will be reported back, in public, to the next full meeting of the Parish Council for information.

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