

**BIBURY PARISH COUNCIL**  
**COMPLAINTS PROCEDURES FOR COMPLAINTS AGAINST THE**  
**COUNCIL (INCLUDING STAFF MEMBERS)**

Please note that certain types of complaint should be reported to the following bodies:

<b>Type of conduct</b>	<b>Refer to</b>
Alleged financial irregularity	Local electors have a statutory right to object to a Council's audit of accounts (S.16 Audit Commission Act 1998).  <a href="https://www.biburyparishcouncil.gov.uk/uploads/bibury-exercise-of-public-rights.pdf">https://www.biburyparishcouncil.gov.uk/uploads/bibury-exercise-of-public-rights.pdf</a>
Alleged criminal activity	Please report directly to the Police.
Members' conduct alleged to breach the code of conduct adopted by the council.	<a href="https://www.biburyparishcouncil.gov.uk/uploads/code-of-conduct-bpc.pdf">https://www.biburyparishcouncil.gov.uk/uploads/code-of-conduct-bpc.pdf</a>  Cotswold District Council is responsible for handling complaints that relate to a member's failure to comply with the Council's Code of Conduct.  Complaints should be addressed to the Monitoring Officer Cotswold District Council Trinity Road Cirencester Gloucestershire GL7 1PX

**Definition of a complaint is** 'A Complaint is an expression of dissatisfaction.... About the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council'.

Note the complaint will be treated as a complaint against the council not an individual member or employee.

All complaints **MUST** be submitted in writing: - The complaint should be sent to The Clerk, Mrs Irena Litton, 34 Dozule Close, Leonard Stanley. GL10 3NL or email [clerk@biburyparishcouncil.gov.uk](mailto:clerk@biburyparishcouncil.gov.uk). If the complaint

is reference to the Clerk, Mrs Irena Litton then please address the complaint to any Member of the Council (who will ensure that the rest of the Members receive a copy).

Please include the following information in your complaint submission: -

1. Your name and address
2. An outline of the complaint
3. Any relevant details, for example dates, names of relevant members or employees/contractors
4. Any details of what you would like as an outcome/remedy (if appropriate).
5. Please tell us whether you would like this complaint to remain confidential? (The Council must adhere to the General Data Protection Regulations - <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/> ).

To investigate your complaint the Council will delegate the investigation to an appropriate Officer or Member. The Council will endeavour to undertake all necessary action within a reasonable period and will acknowledge your complaint within 10 working days.

The Council will refer to the **NALC Legal Topic Note LTN 9E** for guidance on handling complaints.

[https://www.biburyparishcouncil.gov.uk/uploads/9e-handling-complaints-\(england\)-revised-december-2018-copy-\(1\).pdf](https://www.biburyparishcouncil.gov.uk/uploads/9e-handling-complaints-(england)-revised-december-2018-copy-(1).pdf)