



2025

Killinghall Parish Council Policy: Complaints Policy



Adopted: 4th August 2025



Complaints Policy and Procedures

Information That is available from Killinghall Parish Council under the Model Publication Scheme

1. Purpose

Killinghall Parish Council is committed to delivering high-quality services and ensuring that residents, service users, and stakeholders have clear and fair opportunities to raise concerns. This policy sets out a structured procedure for managing complaints and ensuring they are handled consistently, impartially, and transparently.

2. Scope

This policy applies to complaints about the council's procedures, decisions, administration, or service delivery. It does not cover:

- Complaints against individual councillors (which are referred to the Monitoring Officer at North Yorkshire Council)
- Matters relating to Freedom of Information requests (covered under the FOI and Records Management Policy)
- Employment-related grievances (handled under separate procedures)

3. Informal Complaints

Residents are encouraged to raise concerns informally in the first instance. These can be directed to the Parish Clerk via email, letter, or telephone. Informal complaints will be acknowledged and addressed promptly and, where possible, resolved without escalation.

4. Formal Complaint Procedure

If informal resolution is not possible or appropriate, the complainant may submit a formal complaint in writing, addressed to the Parish Clerk or Chair of the Council. The process is as follows:

- Acknowledgement: The complaint will be acknowledged within 5 working days.
- Investigation: A member of the council or designated officer will investigate the matter, ensuring fairness and confidentiality.
- Response: A written response will be issued within 20 working days. If this timeline cannot be met, the complainant will be informed of the delay and reasons.
- Meeting Attendance: In some cases, the complainant may be invited to a council meeting to address the issue. This will be managed with respect for privacy and procedural decorum.



5. Appeals and Escalation

If the complainant is dissatisfied with the response, they may request an internal review. Further escalation may involve referral to the principal authority or relevant ombudsman service, where applicable.

6. Vexatious or Repeated Complaints

The council reserves the right to apply its Vexatious Requests Policy to complaints that are obsessive, persistently harassing, or unjustifiably burdensome. Any such designation will follow guidance issued by the Information Commissioner's Office and be documented formally.

All complaints are logged by the Parish Clerk and reviewed periodically to ensure improvements in council procedures and service delivery. Outcomes may inform future policy revisions.

8. Transparency and Accessibility

This policy is available via the council website and in hard copy upon request. Alternative formats may be provided to ensure accessibility.