

## TOLLESHUNT D'ARCY PARISH COUNCIL

### FEEDBACK, COMPLIMENTS AND COMPLAINTS PROCEDURE V4.0

The Parish Council is committed to providing a high-quality service to Tolleshunt D'Arcy residents. The Council is most happy to accept commendations if you are pleased with the services offered. The Council is equally keen to be informed if you notice areas where services have not fulfilled expectations.

The Council views the use of the procedure as an efficient way of dealing with contact from the public about the Council's procedures or administration and as a means of preserving the good reputation of the Council.

When using the procedure please select one of these categories:

- **Feedback** – a suggestion, a comment, a minor criticism, an idea, a proposed amendment to a policy, an edit to the website or a plan you are putting forward for consideration. Feedback will be received with pleasure and the details will be acted on by the Parish Clerk, while a summary will be shared with all Parish Councillors.
- **Compliments** - An expression of praise or gratitude about an individual, a team, a service, a policy, or a matter about which you wish to offer a positive and supportive comment. Compliments are warmly welcome and will be shared with those being praised, and all Parish Councillors will be informed.
- **Complaint** – serious dissatisfaction with an aspect of work, procedures, policies or responsibilities of Tolleshunt D'Arcy Parish Council that you believe to be of the highest importance, needing detailed attention and formal resolution. This is a time-consuming process and will be handled formally by the Chair of the Parish Council. See 'Complaints Procedure' below for details of the process.

Contact us either by email ([clerk@tolleshuntarcyparishcouncil.gov.uk](mailto:clerk@tolleshuntarcyparishcouncil.gov.uk)) or by letter to the address at the end of this document, clearly stating which category you have selected, leaving your name, address, telephone number and email address to avoid any delay in dealing with the matters you are bringing to our attention.

## Submitting Points of View – Matters Under Consideration

1. When an issue is live and on an agenda, the appropriate time for influencing Council decision-making is by raising your concerns before the debates and votes on a matter. You may do this by either writing to the Council in advance of the meeting at which the item is to be discussed. There may also be an opportunity to raise your concerns in the public participation section of the Council meetings.
2. If you are unhappy with a decision reached at a Council meeting, you may raise your concerns with the Council as Feedback or as a Complaint. Note that Standing Orders prevent the Council from re-opening issues for six months from the date of a relevant decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

## Complaints

1. The Complaints Procedure is reserved for matters of the highest importance, needing detailed attention and formal resolution.
2. The procedure may be used to complain how Council employees have dealt with your concern.
3. This Complaints Procedure does not apply to:
  - 3.1. complaints by one Council employee against another Council employee, or between a Council employee and the Council as the employer. These matters are dealt with under the council's disciplinary and grievance procedures.
  - 3.2. complaints against Councillors. Complaints against Councillors are covered by the Code of Conduct for Members adopted by the Council on 26<sup>th</sup> July 2022 and, if a complaint against a Councillor is received by the Council, it will be referred to the Standards Committee of Maldon District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Maldon District Council.
4. The Clerk will investigate each complaint, obtaining further information as necessary from you and/or staff or members of the Council.
5. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chair of the Council who will report your complaint to the Council.
6. The Clerk or the Chair 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.
7. In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be advised as soon as possible and kept informed of progress.
8. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

9. If, after the most careful consideration, the Parish Council concludes that a matter is beyond economic resolution you will be informed that it represents a disproportionate burden to take it further and the case will be closed.

## **Contacts**

The Clerk of Tolleshunt D'Arcy Parish Council

Address: PO Box 13205  
Maldon  
Essex CM9 9FU

Telephone: 07483 325853

Email: [clerk@tolleshuntarcyparishcouncil.gov.uk](mailto:clerk@tolleshuntarcyparishcouncil.gov.uk)

The Chair of Tolleshunt D'Arcy Parish Council

Address: Grove Lodge, Tudwick Road  
Tolleshunt Major  
Essex CM9 8LP

Telephone: 01621 815344

Email: [cllr.j.smith@tolleshuntarcyparishcouncil.gov.uk](mailto:cllr.j.smith@tolleshuntarcyparishcouncil.gov.uk)

Last Review – May 2026

Next Review – May 2027