

Dunkerton & Tunley Parish Council

Complaints Policy Updated and Approved 29 October 2019

Complaints about the conduct of councillors.

These fall within the remit of the standards committee of B&NES council. When a complaint is received either by a councillor or the clerk the complainant will be advised by the clerk to submit their complaint to B&NES council's monitoring officer. The parish council will be informed by the clerk that a complaint has been made or that an investigation is taking place but without disclosure of any details to the parish council.

Unsubstantiated complaints against councillors will not be disclosed under Freedom of Information requests.

The outcome of any complaint will be reported to the Council, but if unsubstantiated, no details will be provided.

Complaints about traders or people other than the parish council and or its councillors.

Should a complaint be received by a councillor then the councillor should redirect the complainant to the clerk.

1. **Complaints about matters over which the council has no legal powers of action** – The complainant will be informed of this and advised, if possible, where to redirect their complaint.
2. **Complaints about traders, such as food traders** - In some cases the council will have powers of control over these matters. Where this is the case, complainants will be directed to the relevant service area and their complaints followed up as part of normal service delivery.