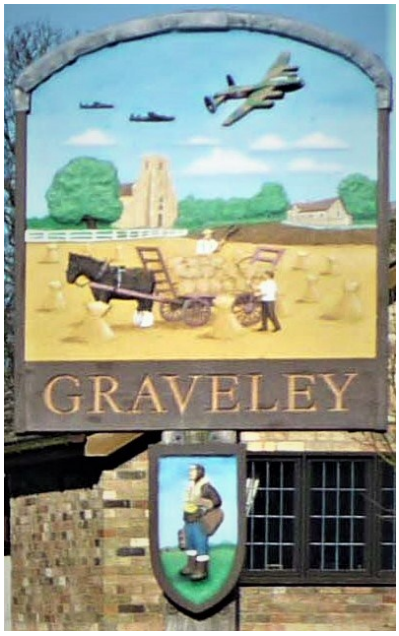


Complaints Procedure

Document Configuration Management & Control

Version	Description	Originated	Approved	Minute Ref.
Version 1	Annual Review	11/01/2023	07/05/2024	24/25-34
Version 2	Annual Review	01/01/2026	14/01/2026	25/26-118

This complaints procedure deals with complaints about the Council's action or perceived lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or by a person or body acting on its behalf.

The procedure may also be used to deal with any complaint or appeal process required by law such as the Freedom of Information Act 2000, Data Protection Act 2018.

Any complaint can only be processed at a properly convened meeting of either the full Council or of a Committee tasked with investigating the matter.

Any complaint that involves one of the Council's employees will be dealt with in the first instance via this procedure and, if any further action is required, in accordance with the Council's internal employment processes.

There are other bodies with responsibility for certain types of complaint:

Individual member's conduct alleged to breach the Code of Conduct adopted by the Council	*South Cambridgeshire District Council's Monitoring Officer should be contacted – the district council has responsibility for such matters*
Alleged financial irregularity or unlawful council activity	*Local electors have a statutory right to object to a Council's Annual Accounts and Governance Statement to the external auditor – S.27 Local Audit and Accountability Act 2014*
Alleged criminal activity	*The Police*

Before the meeting

1. Any complaint about the Council's procedures or administration should be made in writing to the Clerk to the Council (see website for contact details)
2. If the complainant does not wish to make the complaint via the Clerk, it should be addressed to the Chair of the Council.

3. The Clerk or Chair will acknowledge receipt of the complaint and advise when it will be considered by either the Council or a nominated Committee.

4. Any complaint will be treated as confidential and the council is obliged to comply with the Data Protection Act 2018 to safeguard against the unlawful disclosure of personal data.

5. The complainant will be invited to attend the meeting when the complaint will be considered and can be accompanied by a representative, if they wish.

6. The complainant must provide the Council with copies of any documentation or other items on which the complaint is based at least seven clear working days before the meeting.

7. The Council will provide the complainant with copies of any documentation upon which it will rely at the meeting in enough time for the complainant to read it before the meeting.

At the meeting

8. The Council/Committee shall exclude the public and press whilst discussion takes place. Any decision shall be announced at a meeting in public, taking into account any duties to safeguard personal data as under (4) above.

9. The Chair will introduce everyone at the meeting and explain the procedure to be followed.

10. The complainant will be asked to outline the complaint and thereafter questions may be asked by the Clerk and members of the Council.

11. The Clerk will then have an opportunity to explain the Council's position and questions may be asked by the complainant and then members of the Council.

12. The complainant will be offered the opportunity to summarise their position.

13. The Clerk will be offered the opportunity to summarise the Council's position.

14. The Clerk and complainant will both be asked to leave whilst members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back.

15. The complainant will then be given the opportunity to await the outcome. If a decision is unlikely to be made quickly, a likely date will be advised with the arrangements to communicate it.

After the meeting

16. Any decision will be confirmed to the complainant within seven working days with details of any further action to be taken.

17. The Council's decision on the matter will be final and no appeal process will be offered.