

IRBY UPON HUMBER PARISH COUNCIL

COMPLAINTS POLICY & PROCEDURE

Date Policy Agreed	4th November 2026
Date of Next Review	November 2028
Signature (Chair)	Mick Moody
Signature (Clerk)	Jane Thomson

Introduction

The council aims to provide high-quality services to everyone. Although the council is not subject to the jurisdiction of the Local Government Ombudsman, complaints still need to be handled fairly, efficiently, and respectfully. If you're unhappy with any aspect of our work, this policy explains the process.

What is a complaint?

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.

A complaint may arise for the reasons above. It may also be triggered by an allegation of administrative faults, such as not following procedures or standing orders, inadequate service, no service, delay or making a mistake.

The following would not be considered as a complaint under this policy:

• Complaints about an employee's conduct or complaints by an employee about the council acting as an employer. These would be considered under the council's internal employment procedures.

• Alleged financial irregularity. Such complaints need to be referred to the council's external auditor PKF Littlejohns.

• Criminal activity, which should be referred to the Police.

• Complaints against councillors, commonly referred to as 'standards complaints', which fall under the Code of Conduct. Such complaints must be referred to the Monitoring Officer of North East Lincolnshire Council.



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How to make a Complaint

Informal Complaints

Where possible we will try to resolve complaints informally. The informal process is as follows:

• Contact the Clerk to raise your concern. If your complaint is about the Clerk, please contact the Chair of the parish council.

• The Clerk will liaise with others inside the council to find a resolution. They will inform the complainant of the outcome.

If the issue cannot be resolved informally, or if it's considered serious, the complainant may make a formal complaint.

Formal Complaints Procedure

Step 1: Submit your complaint

Complaints must be submitted in writing via the form at appendix 1 of this policy. Send your complaint to the Clerk, Irby Upon Humber PC, Email: Irbyuponhumberparishcouncil@outlook.com or post to Ash Trees Third Lane, Ashby cum Fenby, Grimsby, NELC, DN37 0QU or to the Chair, mick@moodyinternational.co.uk if the complaint is about the Clerk.

Please note that complaints about council decisions can only be considered if the complainant provides the missing information or evidence setting out how the council has made a mistake.

Step 2: Acknowledgement

A complaint will be acknowledged in writing within 5 working days. The complainant will be told who is dealing with the complaint and the expected timeline.

Step 3: Investigation

The complaint will be reviewed and investigated by the appropriate person or committee.

The complainant may be invited to a meeting with the clerk to present their concerns. The chair of the meeting will explain how the meeting will proceed. Both sides will have the opportunity to summarise their respective positions, and the complainant will be advised of when a decision is likely to be made.

The review and investigation process is expected to last two weeks. If more time is required, the complainant will be informed.



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Step 4: Decision A complaint will be reviewed at a meeting of the full council and a decision made. Complaints will be considered in private (with the press and public excluded).

The council has delegated consideration of complaints to the Clerk. They will consider the matter and come to a decision.

A written response will be issued within 10 working days, including:

• The decision and the reasons for it

• Any actions to be taken by the council

• Information about your right to appeal

Appeals

An appeal must be made within 10 working days of receiving the decision.

The appeal will be considered by a meeting of councillors who were not involved in the original decision. A final decision will be sent to you in writing.

There will be no further opportunities for appeal after this stage.

Vexatious complaints

Each complaint will be considered on its own merits. However, a complaint may be considered vexatious if it:

• Is repeated without new evidence

• Is intended to disrupt rather than resolve issues

• Unreasonably affects council services

• The complaints being submitted are associated with the same parishioner

If a complaint is classified as vexatious the complainant will be informed. The complainant will also be informed about matters such as any timescale for review or constraints on communications.

Contact us If you have any questions about the process or require further information, please contact us: FAO: Jane Thomson (Clerk / RFO), Irby Upon Humber Parish Council Email: clerk@irbyparishcouncil.gov.uk



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Appendix 1: Complaints Form

About you

Full Name: _____

Address: _____

Phone: _____

Email: _____

I agree to be contacted by (At least one must be ticked so that we can contact you about the complaint): ☐ Email ☐ Post ☐ Telephone

Complaints will be processed under data protection legislation and only shared with relevant staff and council members to progress the complaint.

Please refer to the council's privacy notice for more information on how your data will be processed.

The complaint

Details of complaint. Include relevant facts: dates, people involved, what happened, and any evidence. You can use another sheet if required.

_____
_____
_____
_____

What outcome are you seeking?

_____
_____
_____

Are all the supporting documents and information attached: ☐ Yes ☐ No



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Signed: _____ Name (Print): _____ Date: _____

Please note, the complaint will only be accepted if all the information is completed within the appendix 1 form