GRINDON & THORPE THEWLES PARISH COUNCIL

COMPLAINTS PROCEDURE

It is important that the Parish Council acts in an open and timely manner in relation to complaints made about both its Councillors and its staff. Equally, it is important that members of the public understand how to make a complaint.

Parish Councillors are subject to the authority of the Standards Committee administered by Stockton-on-Tees Borough Council. This Committee consists of Borough Councillors, Parish Councillors and Lay People. Clearly, members of the public are entitled to ask the Chair of the Parish Council to investigate any informal complaint about the actions or behaviour of a Parish Councillor but any formal complaints about the behaviour or actions of a Grindon & Thorpe Thewles Parish Councillor must be made formally to the Borough Solicitor at Stockton-on-Tees.

As far as staff of the Parish Council is concerned, the council recognises that often matters are not of a serious nature and can be resolved on an informal basis. In these cases, it is appropriate for the member(s) of the public to raise the matter informally with the Chair of the Parish Council. Normally these matters will be resolved on an informal basis by discussion and agreement.

In the case of more serious complaints, the Parish Council will establish a Disciplinary and Complaints Committee to handle complaints made about staff. This Committee will consist of the Chair and Vice Chair of the Parish Council and one other (although substitutes are permissible). Any complaint about an employee of the Parish Council should be sent to the Chair in writing, and marked confidential. The Disciplinary and Complaints Committee will then investigate the complaint and report their findings to the Parish Council under a confidential banner, together with any action it recommends, and the complainant informed accordingly. If the matter comes within the purview of the Council's Disciplinary Procedures, the complainant will be informed accordingly but not of the result of any disciplinary action, which remains confidential.

In all other circumstances, the Chair of the Parish Council will inform the complainant, in writing, of the outcome of the investigations.

Approved: 10 January 2023
Last Updated: February 2026