



St Just in Roseland Parish Council

Complaints Policy and Procedure

1. Commitment to Quality

St Just in Roseland Parish Council is committed to providing a high-quality service for the benefit of those who live, work, or visit the Parish. The Council values feedback from the community and aims to resolve any complaints promptly, fairly, and respectfully.

2. Scope of the Policy

If you are dissatisfied with the standard of service you have received from the Council, or are unhappy about an action—or lack of action—by the Council, this Complaints Procedure explains how to make a complaint and how it will be handled.

This procedure applies to complaints regarding:

- Council administration and procedures.
- The way in which Council employees have dealt with your concerns.

3. Exclusions

This Complaints Procedure does not apply to:

- Complaints made by one Council employee against another Council employee.
- Complaints between a Council employee and a Council member.
- Complaints between a Council employee and the Council as employer.

These matters are dealt with under individual employment terms and conditions (statements of particulars).

4. Raising Concerns Before Council Decisions

The appropriate time to influence Council decision-making is before a matter is debated and voted upon.

You may do this by:

- Contacting the Council in advance of the relevant meeting, or
- Raising your concerns during the public participation section of Council meetings.

5. How to Make a Complaint

In the first instance, complaints about Council procedures or administration should be made to the Clerk.

You may contact the Clerk:

- In person
- By telephone
- In writing or by email

Where possible, the Clerk will attempt to resolve your complaint immediately. If that is not possible, the Clerk will acknowledge your complaint within five (5) working days.

If you prefer not to report your complaint to the Clerk, you may direct your complaint to the Chairman of the Parish Council, who will either attempt to resolve your complaint or refer it to the appropriate Council Committee.

Any complaint concerning an officer of the Council must be submitted in writing (letter or email) to the Chairman of the Parish Council.

6. Persistent or Vexatious Complaints:

If a complainant is pursued in a manner deemed unreasonable, persistent or vexatious, the Council reserves the right to manage the correspondence under the terms of the Vexatious and Unreasonably Persistent Complaints Policy. This policy sets out specific behaviours and criteria that may lead to limited communication channels or complaint handling measures.

7. Investigation Process

The Clerk or the Chairman of the Parish Council (as appropriate) will:

- Investigate the complaint.
- Obtain any necessary further information from you and/or relevant staff or Council members.

You will be notified within twenty (20) working days of:

- The outcome of your complaint, and
 - Any actions the Council proposes to take as a result. In exceptional cases, the timescale may need to be extended. If so, you will be kept informed.
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8. Appeal Process

If you remain dissatisfied with the response to your complaint, you may request that it be referred to Full Council for review.

You will be notified in writing of the outcome of the review—usually within eight (8) weeks of your request.

9. Contact Details

Clerk to St Just in Roseland Parish Council – Miss Helen Couch

E-mail: parishclerk@stjustinroseland-pc.gov.uk

Millennium Rooms

The Square, St Mawes

Truro, TR2 5AG

Tel: 01326 531947

Adoption and Review

This Complaints Procedure was adopted by St Just in Roseland Parish Council on 3rd November 2025 and will be reviewed regularly to ensure it remains effective and relevant.

Signed

Chairman of St Just in Roseland Parish Council