



# EARLS COLNE PARISH COUNCIL

## COMPLAINTS PROCEDURE (2026)

### 1. Purpose

This procedure sets out how complaints will be handled fairly and promptly.

### 2. Scope

Applies to complaints about administration, services or procedures (not Code of Conduct complaints).

### 3. Principles

- Complaints treated seriously
- Handled fairly and promptly
- Respect for complainants
- Confidentiality maintained

### 4. Informal Stage

Raise with Clerk in first instance.

### 5. Formal Complaint

- Submit in writing
- Acknowledged within 5 working days
- Response within 15 working days where possible

### 6. Escalation

Can be referred to Council if unresolved.

### 7. Final Stage

Council decision is final.

### 8. Unreasonable Complaints

May be managed under vexatious complaints policy.

### 9. Records

Clerk will maintain records.

### 10. Related Policies

- Member/Officer Protocol
- Grievance and Disciplinary Policy
- Vexatious Complaints Policy
- Code of Conduct

### 11. Review

Reviewed periodically.

Signed: \_\_\_\_\_ (Chairman)