



Bradwell Parish Council Complaints Policy

1. Introduction

Bradwell Parish Council (BPC) has prepared a Complaints Process to assist residents with making complaints against:

- Actions of the Council
- Standard of service you have received from council staff
- Council administration

The Complaints Process does **not** apply to:

- Complaints by a council employee against another council employee. This is covered in the staffing policies.
- Complaints about Councillors. Complaints against Councillors are covered by the Code of Conduct adopted by the council. If you wish to make a complaint about the behaviour of an individual Councillor you must write to:

The Standards Committee
C/O The Monitoring Officer, Milton Keynes City Council, Civic Offices
1 Saxon Gate East, MK9 3EJ

The Monitoring Officer can only deal with complaints about the behaviour of a Councillor and their failure to follow the Councillor Code of Conduct. They will not deal with complaints about matters that are not covered by the Councillors Code of Conduct.

The Parish Clerk as Proper Officer of the Council, is responsible for managing the complaints process. However, if a formal complaint is being raised against the Clerk, the same process is followed, but the Chair of the Council would take the place of the Clerk in managing the process.

Not all complaints are justified and sometimes councils receive repeated complaints from individuals or a group of individuals, when the matter of the complaint (or something very similar), has already been investigated and a conclusion reached. In such cases, continuous complaints or communications should be handled as vexatious.

Clear guidance on the handling of complaints has been produced by the Local Government Ombudsman and can be accessed here: [How to Complain - Local Government and Social Care Ombudsman](#)

2. The Process

The time to help influence Council decisions is by raising concerns before the Council votes on a matter. You can do this during the public participation section of the council meetings. If you raise a concern after a decision has been made, it is not possible for the Council to reverse a decision within six months from the date of the decision, except by a special motion. The rules relating to this are laid out in the Standing Orders, Section 7. The Parish Council will not acknowledge or consider any complaints that are submitted anonymously.

Complaints Process and timeframe

- The complaint will be acknowledged within 5 working days.

Stage 1 – Informal Resolution:

- The complaint should be put in writing to the Clerk (clerk@bradwell-pc.gov.uk) or if the complaint relates to the Clerk the complaint should be put in writing to the Chair of the Council, whose email address is on the Parish Council website.
- The complaint must be submitted in writing by filling in and submitting the complaints form.
- The Clerk or Chair will carry out the initial investigation requesting any additional information necessary from the complainant and/or staff or council members.
- The Clerk (or Chair if the complaint is about the Clerk) is able to resolve complaints during the Stage 1 Part of the process, only if Clerk and complainant agree to the proposed resolution. No feedback can be given to a member of the public concerning an employee's behaviour or performance.
- This stage must be complete within 5 days of the complaint having been acknowledged.

Stage 2 – Full Council resolution:

- If the complainant is not satisfied with the response to the complaint at Stage 1 they can ask for the matter to be referred to Full Council.
- Following review at the next Full Council meeting, the complainant will be notified in writing of the outcome of the review.
- The complaint will most likely be heard in private and confidential (at the discretion of the Clerk).
- If resolution of any complaint at Stage 1 is not possible the Clerk or Chair will provide a summary report to Full Council. A complaint against a member of the Council's staff could result in disciplinary action or in cases of gross misconduct, dismissal from the Council's employment.
- The Council will not under any circumstances enter into any correspondence, or discussion, with any complainant about any action taken, formally or informally, against any member of its staff. This is expressly to protect the employment rights to which all employees of the Council are entitled.

Adopted: by Full Council the November 2026 Meeting.