



Complaints Policy

Duston Parish Council aims to provide a high-quality service. Sometimes, however, things do go wrong or there are misunderstandings about what the Council can or cannot do. If you make a complaint, the Council guarantees:

- Action to resolve your complaint
- An apology if the service has not been up to standard
- A full written response

How to complain

Please contact the Parish Clerk, by making an appointment at the Parish Council Offices, or complain in writing (contact details below). Complaints about the Clerk can be made directly to the Chair of Duston Parish Council.

If you don't wish to complain, in person, you can arrange for someone to complain for you. This could be anyone you choose: perhaps a friend or relation, a solicitor or a specialist in the subject about which you are complaining.

Response Times

We endeavour to acknowledge your complaint within 6 working days and resolve it within 15 working days.

Appeals Procedure

Unlike for West Northamptonshire Council there is currently no external agency or government body which can investigate a complaint.

If you are not satisfied with initial consideration of your complaint, you may address an appeal to the Chair of Duston Parish Council. The Chair will review the complaint and if he/she believes it appropriate, the complaint will be submitted to Council for consideration. To preserve any confidentiality issues, the Council may appoint a three member complaints panel, who will deal with your complaint in private session and confidential matters will not therefore be published, however a report with recommendations will be submitted to Council for the final response.

Vexatious and Repeated Complaints

If the Parish Clerk and/or Chair considers a complaint to be trivial and/or vexatious and/or repetitive and/or frivolous, it will be reported to the Full Council with a recommendation that no further correspondence be entered into by any officer of the Council.

This Complaints Procedure does not apply to:

(a) Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.

(b) Complaints against Councillors which are covered by the Code of Conduct for Members adopted by the council. Any complaint that a Councillor may have breached the Council's adopted code of conduct should be referred to the Monitoring Officer at West Northamptonshire Council.

Contact Details

Duston Parish Council Office
Duston Community Centre
Pendle Road, Duston,
Northamptonshire
NN4 6DT
01604 583626
clerk@duston-pc.gov.uk