

Newton Neighbourhood Plan Complaints Procedure

Introduction

1. The following procedure will be adopted for dealing with complaints about the Newton Neighbourhood Plan administration or its procedures. This procedure does not cover complaints about the Parish Council, which should, instead, be directed to the Clerk of Newton Parish Council.
2. All formal complaints against the Newton Neighbourhood Plan Core group should be communicated in writing. Complainants will also be asked to confirm whether they want the complaint to be treated confidentially, although there is a legal requirement for the Newton Neighbourhood Plan Core group to release information under the Freedom of Information Act 2000. In such cases, all data will be anonymized so that individual data is protected.

Receipt of the complaint

3. Usually the complaint will be sent to the Chair of the Newton Neighbourhood Plan Core group either by email or by post... (Contact details are set out below).
4. The Chair of the Newton Neighbourhood Plan Core group will acknowledge receipt of the complaint in writing within fourteen working days. This acknowledgement will confirm the next steps in the process.

Investigating the complaint

5. The Newton Neighbourhood Plan Core group will need to investigate the facts of the complaint and collate relevant evidence. In the first instance, the Chair will try to settle the complaint directly with the complainant. Where the complaint relates to the Chair's own actions, then the Vice-Chair will be the first point of call. The Chair or Vice-Chair will report any complaint dealt with by direct action to the next meeting of the Newton Neighbourhood Plan Core group
6. Where complaints cannot be dealt with directly, the full Neighbourhood Plan Core group will adjudicate.

Dealing with the complaint

7. Where a complaint cannot be resolved by direct action, the Chair or Vice-Chair will report this to the next meeting of the Neighbourhood Plan Core Group. The Chair or Vice-Chair will notify the complainant of the date on which the complaint will be considered, and will be offered an opportunity to explain the complaint to the Newton Neighbourhood Plan Core group orally.
8. The Newton Neighbourhood Plan Core group may defer dealing with any complaint if issues arise on which further advice is necessary. The advice will be considered and

the complaint dealt with at the next meeting of the Newton Neighbourhood Plan Core Group after the advice has been received.

After the complaint has been decided

9. As soon as possible after the decision has been made (and in any event not later than ten working days after the Newton Neighbourhood Plan Core Group meeting), the Chair or Vice-Chair will write to the complainant on behalf of the Newton Neighbourhood Plan Core Group behalf to confirm whether or not it has upheld the complaint. The Newton Neighbourhood Plan Core group will give reasons for its decision together with details of any action to be taken by the Newton Neighbourhood Plan Core Group if this is appropriate.

Right of Appeal

10. In cases of serious complaint, and where a complainant is unhappy with the Newton Neighbourhood Plan Core Group's decision, an appeals process is available. It is expected that this will be used only rarely in very difficult cases. The appeals process will entail the complaint being referred to Newton Parish Council and dealt with under their complaints procedures.
11. The meeting will be held as soon as possible after the complainant has indicated that he/she is unhappy with the Newton Neighbourhood Plan Core Group's decision. The complaint will be dealt with at the next Parish Council meeting.
12. The decision arising from the appeal procedure will be communicated in writing to the complainant within ten working days.

Contact Details

Newton Neighbourhood Plan Core Group
Chairman Barry Coleman
Email
Postal Address

Adopted by Newton Neighbourhood Plan Core Group on ??2018