

Code of Practice in Handling Complaints

This Code of Practice in Handling Complaints was formally adopted by Hampton in Arden Parish Council. The aim of this code is to ensure that a reasonable, accessible, and transparent process of dealing with complaints is adopted.

Introduction

A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken, or the service provided by the Council itself or a person or body acting on behalf of the Council.

The Council will do its utmost to settle complaints and satisfy complainants that any grievance has been properly and fully considered in the interest of the good reputation of the Council. The Council will adhere to the Data Protection Act 1998 as well as the Freedom of Information Act 2000 when dealing with complaints.

Complainants

Complainants can be members of the public, councillors, or employees of the Council.

Complaints outside this Code

The complaints listed below are excluded from this code:

Financial Irregularity

Complaints about financial irregularity should be referred to the Council's auditor.

Criminal activity

West Midlands Police.

Member conduct

Complaints relating to a member's failure to comply with the Code of Conduct must be submitted to the Monitoring Officer at Solihull MBC.

Employee conduct

Employees to be dealt with under internal disciplinary procedure.

Procedure

Informal Complaints

All complaints will be deemed informal unless stated otherwise in writing.

Investigations will be dealt with as quickly as possible, normally within 15 working days.

Formal Complaints

Formal complaints must be lodged in writing and will be heard in public unless otherwise resolved.

Contact Details

Parish Clerk

Hampton in Arden Parish Council

The Parish Office, Marsh Lane, Hampton in Arden B92 0AH

clerk@hamptoninardenparish.gov.uk

Monitoring Officer

Solihull MBC

Council House, Manor Square, Solihull B91 2QB

akinsey@solihull.gov.uk

Adopted on 07/01/2026

To be reviewed annual at the Parish Council's AGM.

Reference: HPC/016



Mrs. Julie Barnes

Clerk & Financial Officer

Hampton in Arden Parish Council