

# **BEEFORD PARISH COUNCIL**

## **Complaints Procedure**

1. The Parish Council is committed to delivering a high-quality service for everyone who lives, works, or visits within the parish. If you believe the service, you have received falls below the expected standard, or you are concerned about an action, or lack of action by the Council, this Complaints Procedure explains how you can raise a complaint and how the Council will work to address and resolve the matter.
2. This Complaints Procedure covers concerns about the Council's administration and day-to-day processes, including any issues with how Council staff have handled your enquiry or concern.
3. This Complaints Procedure does not apply to:
  - a. Complaints by one Council employee against another Council employee, or complaints between an employee and the Council as their employer. These matters are handled through the Council's disciplinary and grievance procedures.
  - b. Complaints against Councillors. These are covered by the Code of Conduct for Members. Any complaint received by the Council about a Councillor will be referred to the Standards Committee of East Riding of Yorkshire Council. Further information on how such complaints are handled can be obtained from the Monitoring Officer at East Riding of Yorkshire Council.
4. If you wish to influence a Council decision, the best time to raise your concerns is before the Council debates and votes on the matter. You can do this by writing to the Council ahead of the meeting at which the issue will be discussed. You may also have the opportunity to speak during the public participation section of Council meetings. If you are unhappy with a decision that has already been made, you may still raise your concerns; however, Standing Orders prevent the Council from revisiting the matter for six months unless exceptional circumstances apply and the specific process set out in the Standing Orders is followed.
5. You may submit a complaint about the Council's procedures or administration to the Clerk, either in writing or by email. Contact details are provided below.
6. Where possible, the Clerk will aim to resolve your complaint immediately. If this cannot be achieved, the Clerk will acknowledge receipt of your complaint and give an indication of action being taken.
7. If you are not satisfied with the response to your complaint, you may request that it be referred to the full Council.
8. If you do not wish to raise your complaint with the Clerk, you may submit it directly to the Chair of the Council. The Chair will report it to the Council at the next meeting, provided it is received in time for inclusion on the agenda; otherwise, it will be considered at the following meeting.
9. Your complaint will be investigated, and any additional information required from staff, Council members, or yourself will be obtained as part of the process.

10. If your complaint is referred to the full Council, you will be advised of the outcome within 30 working days of the meeting at which it is considered, along with details of any action the Council proposes to take. In exceptional circumstances this timeframe may need to be extended, and you will be kept informed should that be necessary.

## **Contact Details**

### **Parish Council Clerk**

Email: clerk@beefordpc.com  
Address: Beeford Parish Council  
C/O M Rose  
7 Compton Drive  
Keyingham  
HU12 9RR

### **Parish Council Chair**

Address: Councillor I Sawyer  
3 Wharram Field  
Beeford  
YO25 8AX

Adopted 2 February 2026