

Brandeston Parish Council

Complaints Policy

1. Introduction

Brandeston Parish Council is committed to providing high-quality services to its residents and maintaining high standards of conduct by councillors and staff. This policy outlines the process for lodging a formal complaint against the conduct of a parish councillor or the Council as a body.

2. Scope of this Policy

This policy applies to complaints regarding:

- The conduct of an individual councillor or the Council collectively.
- Allegations of a breach of the Members' Code of Conduct.

This policy does **not** apply to:

- Complaints about Council decisions (which should be raised through democratic channels).
- Matters relating to Freedom of Information (FOI) or Data Protection, which are handled separately.
- Employee grievances or disciplinary matters, which are covered under separate internal procedures.

3. How to Make a Complaint

If you believe that a councillor has breached the Members' Code of Conduct, or if you have a complaint about the Council's general conduct, you should submit your complaint in writing directly to:

The Monitoring Officer

East Suffolk Council

Riverside, 4 Canning Road

Lowestoft, Suffolk NR33 0EQ

 monitoringofficer@eastsuffolk.gov.uk

 01502 523000

Further information, including the complaints procedure and Code of Conduct, can be found at:

www.eastsuffolk.gov.uk

4. Confidentiality

Your complaint will be treated with appropriate confidentiality in line with East Suffolk Council's procedures and the principles of data protection.

5. Anonymous Complaints

Anonymous complaints will not normally be investigated unless there is a significant public interest reason to do so.

6. Unreasonable Behaviour

Repeated or vexatious complaints that abuse the process may be refused at the discretion of the Monitoring Officer.

7. Review of this Policy

This policy will be reviewed annually or in response to any changes in legislation or guidance.