

# Goudhurst Parish Council



## STANDING ORDERS COMPLAINTS PROCEDURE

Reviewed and approved by Council's Policy Committee 28 November 2022

*To be reviewed May 2024*

1. If you have a complaint about any of the Parish Council's services, you should firstly contact the Clerk by email at [clerk@goudhurst-pc.gov.uk](mailto:clerk@goudhurst-pc.gov.uk) or by post to The Hop Bine, Risebridge Farm, Ranters Lane, Goudhurst, CRANBROOK TN17 1HN.
2. The Clerk will inform the Chairman and the Vice Chairman of the Parish Council about the nature of the complaint.
3. We will try to resolve the complaint on the spot if possible, but if we cannot the Clerk will aim to reply to you within 15 working days from the date of acknowledgement. If you are unhappy with the response, you can complain to the Chairman of Goudhurst Parish Council.
4. The Chairman of the Parish Council will let you know we have received your complaint within 3 working days. Your complaint will be investigated and a reply will be sent to you within 15 working days from the date of acknowledgement. If at any stage, we need more time to reply we will explain the reasons for any delay and let you know when you can expect a full response.
5. If you do not wish to lodge the complaint with the Clerk, then you can send your complaint directly to the Chairman of Goudhurst Parish Council.
6. The Clerk will report on any complaint that has been received at the next Parish Council meeting detailing how the complaint has been settled.
7. If the complaint refers to the behaviour or actions of a Goudhurst Parish Councillor, please contact the Monitoring Officer via email [monitoring.officer@tunbridgewells.gov.uk](mailto:monitoring.officer@tunbridgewells.gov.uk) or telephone 01892 554257.