

BURGH AND TUTTINGTON PARISH COUNCIL

Norfolk

COMPLAINTS PROCEDURE

Burgh and Tuttington Parish Council aims to avoid complaints by reflecting the wishes of the community.

1. Complaints about Parish Councillors

Broadland District Council handles complaints from members of the public about misconduct by Parish Councillors.

If you want to complain about a member of the Parish Council, you must submit your complaint to;

The Monitoring Officer
Broadland District Council
1, Yarmouth Road
Norwich
Norfolk NR7 0DU

2. Other complaints

If you have any other complaint relating to the Parish Council, please contact the Parish Clerk or the Chairman in the first instance. They will attempt to resolve your complaint.

If you feel your complaint has not been dealt with adequately, you can make your complaint formal by completing a Complaints Form (available from the Clerk).

The Parish Council will respond formally within 42 days.

If you are still not satisfied, write in again and a further investigation will be carried out.

If you think you have been unfairly treated by the Council you can ask the Local Government Ombudsman to investigate.

Contact details:

Local Government Ombudsman

PO Box 4771

Coventry CV4 8EH

Phone: 024 768201960, email: advice@lgo.org.uk

The Local Government Ombudsman has a leaflet called "Complained to the Council? Still not satisfied?"

Clerk: Joseph Winterbourne
2 Chapel Close
Tel: 01263735605
Email: burgh.tuttingtonparishcouncil@gmail.com