

Preston Bissett Parish Council

Resident issues, concerns and complaints handling policy

Last reviewed and Adopted by Council **Sept 2024**
Next **review June 2026**

The Parish Council is open and available to residents to raise issues, concerns and complaints which can and do affect the Preston Bissett community.

In the first instance, the Resident should register their Issue/Concern/Complaint in an email or letter addressed to:

Parish Clerk, Kim Proffitt at:

Email: prestonbissettparishcouncil@outlook.com

Address: Hillside, Challoner's Hill, Steeple Claydon, MK18 2QH

Note: Residents can speak to any Councillor in the first instance but will be asked to record their problem directly with the Parish Clerk as above. Messages sent via the Preston Village Website will be forwarded to the Parish Clerk

The letter or email should set out the circumstances with dates and parties concerned.

On receipt of the letter /email the Parish Clerk will acknowledge it and will then review the content of the letter and deal with it as follows:

- Where the Resident's issue, concern or complaint relates to another individual or group or business in the community, the Parish Clerk will advise the Resident to raise this with the other party in the first instance. If the Parish Clerk deems that there is a wider Community implication, then the Clerk will refer this to the Parish Council for review at its next meeting **or by email to Councillors prior to the next meeting.**
- Where the Resident's issue, concern or complaint is about a service (or lack of) by Buckinghamshire Council and the problem has an impact on the Preston Bissett Community then the Clerk will contact this organisation and try to resolve the matter. The Clerk will inform both the Parish Council at its next meeting and the Resident.
- Where the Resident's issue, concern or complaint is about any other public organisation (eg utility company) then the resident will be requested to direct their problem to that organisation.

At each Parish Council Meeting, the agenda will include a review of all matters raised by Residents and where appropriate will carefully consider a course of action to be taken in support of each Resident problem. This action will be communicated to the Resident after each meeting.

In the event that a Resident is not satisfied with the actions taken by the Parish Council the Resident can make a complaint under the Council complaints policy.