

# **Stratfield Mortimer Parish Council**

## **Finance and General Purposes 07/12/2021**

### **Complaints Policy and Persistent Complainants Procedure**

**Agenda item 21/047 2.0 To review and APPROVE the Policy and Procedure for recommendation to Full Council on the 13th of January 2022.**

#### **BACKGROUND**

At its meeting in September, Finances and General Purposes Committee reviewed the Complaints Policy and Persistent Complaints Procedure. It was minuted:

*The procedures were reviewed. It was agreed that sentences should be added to the Complaints Procedure 1) stating it is based on the NALC version and 2) referencing the Persistent Complainant Procedure. Both documents will then be reviewed again by the Finance and General Purposes Committee*

The Complaints Policy has been updated as agreed and further minor amendments have been made in line with NALC's LT9E – Handling Complaints (England) – Appendix 1

The Persistent Complaints Procedure has been reviewed and slight amendments made. The Persistent Complaints Procedure refers to the Council's Dignity at Work Policy and it is proposed that this is formally reviewed.