

COMPLAINTS POLICY

All complaints received from parishioners must be referred to the Clerk.

The Clerk will log the complaint. Information to be recorded as follows-

Date received

Name of Complainant

Contact details of Complainant

Nature of complaint

Action taken eg phone call, email, letter.

Date of response

The target response times are 7 days for acknowledgement. Full response within 30 days except in the case of serious complaints which require discussion at a council meeting.