

BURFORD PARISH COUNCIL

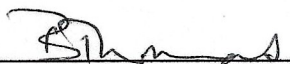
Complaints Procedure

Burford Parish Council is committed to providing the highest standards of service. If you wish to make a complaint about the Council, its staff, or its procedures, please follow the steps outlined below.

1. **Informal Resolution:** In the first instance, please raise your concern directly with the Clerk or a Councillor. Most issues can be resolved quickly and informally.
2. **Formal Complaint:** If your concern cannot be resolved informally, please submit your complaint in writing to the Clerk. Include your contact details, a clear description of the issue, and any relevant evidence.
3. **Acknowledgement:** The Clerk will acknowledge receipt of your complaint within five working days and advise you on the next steps.
4. **Investigation:** The Council will investigate the complaint thoroughly and impartially. You may be contacted for further information or clarification.
5. **Response:** A written response will be provided within twenty working days of receipt of your complaint, outlining the Council's findings and any actions to be taken.
6. **Appeal:** If you are dissatisfied with the outcome, you may request a review by the Chair of the Council. The decision of the Chair will be final.

Complaints relating to Councillors' conduct should be referred to the Monitoring Officer at the local District Council.

Burford Parish Council values feedback and uses complaints to improve its services. All complaints will be handled confidentially and in accordance with relevant data protection legislation.



Chair

9/07/26

Date