

## **Penton Mewsey Parish Council: Complaints Procedure**

Penton Mewsey Parish Council and its Parish Clerk, Nanette Colbourne, are committed to doing their best for those who live in The Pentons. If you are concerned that we have, for example:

- failed to do something
- not done something properly
- been unfair or unreasonable
- mismanaged something

this is what you should do:

**1. If your concern is about the Parish Council as a whole, or one of its individual members** write, E-mail, phone or call in person to see Nanette Colbourne at Kea's Cottage, Chalkcroft Lane, Telephone 01264 772989 or e mail [clerk.pentonmewsey@parish.hants.gov.uk](mailto:clerk.pentonmewsey@parish.hants.gov.uk)

**2. If your concern is about the Parish Clerk** write, phone or call to see the Chairman, Stephen Millen. Chapel Lodge, Chalkcroft Lane. 01264 772216

**3. If this does not resolve your concern, tell the Parish Clerk or Chairman and he/she will make sure that it is discussed at the next meeting of the Parish Council.**

**4. When the Parish Council has looked into your concern it may ask you to meet it, or at least three of its members not directly involved, to discuss it further with you.**

If you agree, you may bring a friend with you to talk for you, or simply to listen to the discussion. If you wish to produce anything written to support your concern, please let the Parish Clerk have copies of this at least 7 days before the Parish Council's time for meeting you. Similarly, it will let you have a copy of anything in writing that it may refer to at that meeting. The chairman will tell you at the beginning of the meeting whether it will be held in private or not. You may be asked questions by any of the Councillors and you may, in turn, question them. You, or your friend, may sum up the points you have made at the end of the discussion. At the end of the discussion, the Parish Council may ask you to leave the room while it makes a decision, or tell you that it wishes more time to think. If so, it will let you have its decision in writing within ten working days.

**5. If you are still not satisfied** you may ask the Standards Committee of Test Valley Borough Council at Beech Hurst, Weyhill Rd. Andover, to look into your concern. It may, or may not, decide to do so.

Chairman. Stephen Millen 2017