

Buckland Newton Parish Council

Complaints Procedure

Buckland Newton Parish Council is accountable for the proper use of public money and must ensure that the money is spent wisely and that the work of the organisation is not disrupted to the detriment of the residents of our Parish.

The Parish Council is committed to dealing with all queries and allegations from Parishioners fairly and impartially and to the best of our ability. Parish Council Meetings are open to all parishioners and Councillors will make every effort to meet individuals needs where they are unable to attend a Parish Council Meeting

The Parish Council will only deal with " bona fide" parishioners of the Parish of Buckland Newton, and those of surrounding Parishes where there is an impact on the running of this Parish. The Parish Council will only deal with Parishioners who offer verifiable contact details and will not enter into communication with individuals who are unable or unwilling to provide such details.

When the Parish Council consider that a parishioner's contact is of an unreasonable or persistent nature, the Council will tell them why it considers their contact or behaviour falls into this category, and explain that the Council may cease to respond to the Parishioner. A decision to follow this course of action will be taken by the full council at a Parish Council meeting.

Where complaints continue to be of an unreasonable or persistent nature, the Parish Council may seek the advice of a higher authority in the County of Dorset or refer the complainant to the Standards for England Board. In addition the Parish Council may consider other options, for example, reporting the matter to the police or taking legal action. In such cases, it may not give the Parishioner prior warning of that action.