



GOOD EASTER PARISH COUNCIL

COMPLAINTS PROCEDURE

Reviewed: 28th May 2026

Good Easter Parish Council is committed to providing a high standard of service to residents and others who live, work, or visit the parish.

This procedure applies to complaints about the administration of the Council or its procedures.

Complaints relating to the conduct of councillors are covered by the Members' Code of Conduct and should be referred to the Monitoring Officer at Chelmsford City Council.

Procedure

1. Complaints should normally be made to the Clerk to the Council in writing, by email, by telephone, or in person.
2. The Clerk will attempt to resolve the complaint informally and as quickly as possible.
3. If the complaint cannot be resolved immediately, the Clerk will acknowledge receipt of the complaint within 10 working days.
4. If the complaint relates to the Clerk, or if the complainant does not wish to contact the Clerk, the complaint should be made to the Chairman of the Council.
5. The Clerk or Chairman will investigate the complaint and may seek further information where necessary.
6. The complainant will normally receive a written response within 20 working days setting out:
 - the outcome of the investigation; and
 - any action the Council proposes to take.
7. If the complainant is dissatisfied with the response, they may request that the complaint be referred to the full Council for review.
8. The Council will consider the complaint at a meeting and the complainant will normally be notified of the outcome in writing within eight weeks of the request for review.
9. The Council may decline to consider complaints which are anonymous, vexatious, abusive, or repetitive.

Exclusions

This procedure does not apply to:

- complaints relating to councillor conduct;
- complaints by employees, which are dealt with under the Council's employment procedures;
- matters that are subject to legal proceedings.

Contact Details

Clerk to the Council

Lucy White

Email: clerk@goodeasterparishcouncil.gov.uk