



## **Whitchurch-on-Thames Parish Council**

### **Complaints Procedure**

#### **Internal Review Process**

The following procedure applies:

Please put your complaint in writing, providing any supporting evidence, to the Clerk to the Council. This information will be passed to the Internal Reviewing Officer for investigation. Please be aware that your complaint may be shared with Councillors on the Parish Council.

You will normally receive a response within 40 working days.

If you are dissatisfied with this response please follow the formal complaints procedure outlined below.

#### **Formal Procedure**

If you were dissatisfied with the outcome of the internal review procedure you should make a formal complaint. The following procedure applies:

Please put your complaint in writing, providing any supporting evidence, to the Clerk to the Council, who will investigate and respond to your complaint within 40 working days.

If the Clerk to the Council dealt with your initial request for information your complaint will automatically be referred to the Chairman of the Council for independent consideration. In this case you will receive a response within 40 working days. Please be aware that your complaint may be shared with Councillors on the Parish Council.

If you are still not satisfied by the response to your complaint, please contact South Oxfordshire District Council and make a formal complaint via their website.