

# Northborough Parish Council

## How to Make a Complaint

Northborough Parish Council is committed to dealing with complaints fairly, promptly and transparently.

## What you can complain about

- The Council's administration or procedures
- The actions of Council employees (including the Clerk)

## What is not covered

- **Councillors:** Contact the Monitoring Officer at the Principal Authority.
- **Council Policy:** These matters should be raised during Public Participation at Council meetings.
- **Financial Irregularity:** Please refer to the External Auditor (details in our full policy).
- **Freedom of Information or Data Protection requests:** These matters are handled under separate statutory process. Please contact the Clerk in the first instance.

## How to submit your complaint

Please complete and return the Council's complaint form and return it to the Clerk:

[clerk@northborough-pc.gov.uk](mailto:clerk@northborough-pc.gov.uk).

If your complaint concerns the Clerk, please write to the Chair of the Council instead:

[tracy.thomas@northborough-pc.gov.uk](mailto:tracy.thomas@northborough-pc.gov.uk)

Alternatively, please post the form to: Northborough Parish Council, Northborough & Deeping Gate Village Hall, Cromwell Close, Northborough, Peterborough, PE6 9DP.

## What happens next

- Your complaint will be acknowledged within **5 working days**
- The Council aims to respond within **21 working days**
- If the matter cannot be resolved informally, your complaint will be considered by the full Council.

The Council's decision is final. The Local Government and Social Care Ombudsman does not generally have jurisdiction over the internal administrative decisions of Parish Councils.