

Complaints

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Item	Purpose
	The council rarely has complaints, but councillors need to know that there is an agreed policy and method for receiving them. Complaints might relate to the services that the council provides or to the people it employs. Complaints about parish councillors are managed directly by Cornwall Council.
Legal basis	The parish council adopted a new complaints policy in October 2020 and has committed to fair and equitable management of disagreements with residents.
Importance to you	You should be able to refer complainants to the policy if any are referred to you. These documents are published on the website (search for The Council, then Parish Administration). If you feel that the complaint is of a sensitive or personal nature, please take advice from the Chair or Clerk.
Key Points	All complaints are treated seriously. Be aware that criticism may be a veiled complaint: we aim to improve where we can, explain what we do and put right where something is wrong. If the complaint is about a breach of data protection, we have a separate policy. This might be escalated to the Information Commissioners Office. We do not publicise personal details of any complainant (this includes not naming them in public meetings). If you receive a verbal complaint, please pass immediately to the Clerk who will write and confirm details in writing.

Notes	
Accessibility	If you need this document in paper format, please contact the Clerk's Office
Reference	SKTPC QG Complaints
Prepared	14 Mar 2021