BRENCHLEY AND MATFIELD PARISH COUNCIL
Matfield Pavilion, The Green, Matfield, Kent, TN12 7JU
Tel: 01892 723586 www.brenchleyandmatfield-pc.gov.uk

Policy: Complaints Policy **Date of adoption:** 2 November 2026

Brenchley & Matfield Parish Council is committed to providing a quality service for the benefit of people who live or work within the parish or who are visitors to the parish. If you are dissatisfied with the standard of service you have received from this council or about a particular action or lack of action by this council, this Complaints Procedure sets out how you may complain to this council and how we will try to resolve your complaint.

Please note that this Complaints Procedure applies to complaints about council administration and procedures.

It does not apply to:

i) Complaints about an employee of the council (such as the Clerk). These matters will be dealt with internally as an employment matter, with the appropriate action being taken as a result. The complaint should be addressed to the Chairman initially. (Contact details below).
ii) Complaints relating to a Member's failure to declare a Disclosable Pecuniary Interest or Other Significant Interest or failure to adhere to the adopted Code of Conduct in any other way. These complaints should be referred to the Monitoring Officer at Tunbridge wells Borough Council. (Contact details below).
iii) Complaints involving a criminal activity. These matters should be referred to the Police.

(If you are unsure as to whether your Parish Council are responsible for a matter which you wish to complain about; the easiest way is to ask the Clerk to the Parish Council, contact details below.)

Complaints procedure:

1. The complainant should register their complaint in writing by letter or email to the Parish Clerk. (Contact details are provided below).

2. Where possible the Clerk will endeavour to resolve the complaint immediately. If this is not possible the Clerk will acknowledge your complaint within ten working days and submit your complaint to the Personnel Committee, to investigate.

3. Where a complaint is submitted to the Council, this will be addressed at a meeting of the Personnel Committee, which the complainant (or their chosen representative) will be invited to attend. This meeting will usually take place within 30 days of the initial complaint.

4. The complainant will be asked to provide the Committee with copies of any documentation or evidence in support of their complaint at least seven working days prior to the meeting. The Clerk, on behalf of the Committee will also supply the complainant with a copy of any documentation which they wish to rely on at the meeting, at least seven days beforehand.

5. If the circumstances are considered appropriate, the Committee may decide to exclude the public and press from the part of the meeting at which the complaint is being discussed.

6. At the meeting the Chairman of the Personnel Committee will introduce each party and outline the procedures.
7. The complainant (or their chosen representative) will be allowed to outline their complaint to the Committee and answer any questions.
8. The Chairman will explain the Committee's position and answer any resulting questions from the complainant
9. The complainant will be asked to leave the room whilst the Committee discuss the matter and reach a decision.
10. The complainant will return to hear the Committee's recommendation (or to be advised when a decision will be made, if it has not been possible to reach a decision at that meeting).
11. The recommendation of the Committee, together with any appropriate action to be taken, will be provided for the Full Council to agree at a meeting of the Parish Council.
12. Remedies may include but are not limited to:
    - Advice or recommendations for the Member on future conduct
    - Recommendations for relevant training for the Member
    - Amendments to relevant Council Policies / Procedural Documents
    - Drafting of a new Policy / Policy Statement
13. The Full Parish Council will resolve its position and confirm this in writing to the complainant as soon as possible.

Appeals

1. If the complainant remains dissatisfied they have the right of appeal, in writing, to the Full Council.
2. The matter will be re-considered by the Full Council and a final decision will be provided to the complainant at the earliest opportunity.

Contacts:

The Clerk to the Parish Council:

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Chair of the Parish Council: Cllr Jonathan Buttery Jonathan.buttery@brenchleyandmatfield-pc.gov.uk
TWBC Monitoring Officer: Claudette Valmond Tunbridge Wells Borough Council Town Hall Royal Tunbridge Wells Kent TN1 1RS 01892 554257 (Mon-Fri, 9am- 5pm) monitoring.officer@tunbridgewells.gov.uk