

## **Badgers Mount Parish Council Complaints Procedure**

The Badgers Mount Parish Council is dedicated to delivering high-quality services for the welfare of residents, workers, and visitors within its jurisdiction. Should you encounter dissatisfaction with the level of service provided by the council or express discontent regarding actions or inaction taken by the council, the ensuing Complaints Procedure outlines the avenue through which you may register a complaint with the council, as well as delineates our efforts to address and resolve such grievances. This Complaints Procedure pertains to complaints concerning council administration and procedures, encompassing grievances related to the handling of concerns by council personnel.

Any formal complaint against Badgers Mount Parish Council must be submitted in writing. Please send any complaint to:

The Clerk

Montclare

Orpington Bypass

Badgers Mount

TN14 7AG

Email : [badgersmountclerk@gmail.com](mailto:badgersmountclerk@gmail.com)

Please advise whether you wish the complaint to be treated confidentially, and include details of any relevant evidence, dates, etc, and your contact details especially email address. Receipt of a complaint will be acknowledged in writing via email within 7 days. A complaint will be dealt with by members of the Parish Council and will be investigated within 8 weeks. Following investigation, we will write to the complainant to confirm whether or not the complaint has been upheld, with reasons for the decision and details of any action to be taken by the council where appropriate.