



COMPLAINTS PROCEDURE OF SOUTH NORMANTON PARISH COUNCIL 2026

1. Purpose & Scope

South Normanton Parish Council recognises that the Local Government Ombudsman has no jurisdiction over parish and town councils and therefore in the interests of reasonableness, accessibility, and transparency has put in place its own Complaints Procedure based on recommended good practice. At all times the rules of natural justice will apply.

2. Principle

The complaints procedure is designed to ensure that you are able to submit a complaint to the council and know that it has been heard.

3. The Procedure

Any complaint should be put in writing to the Chair of the Parish Council/or Parish Clerk giving the complainants full name, address and contact telephone number together with the nature of the complaint.

Any complaint will be dealt with confidentially.

Receipt of a complaint will be acknowledged within five working days, giving a time scale for response.

If the complaint cannot be addressed satisfactorily by the Chair/or Parish Clerk, then this will be heard by the Parish Council at the next available meeting. However if the nature of the complaint is complex or urgent, then a specially convened meeting may be necessary. Notification of when this meeting will take place will be given to the complainant. They may bring a representative to the meeting if they wish.

Any documents relating to the complaint from the complainant and the Parish Council must be made available to either side within seven clear working days of the convened meeting, in order for these to be read before the meeting.

In the interests of confidentiality, at the meeting, the Parish Council should decide whether to exclude the public and press from such a meeting. However, any decision on a complaint shall be announced at the next Parish Council Meeting.

The complainant (or representative) should outline the grounds for the complaint after which questions may be asked by the Clerk/nominated officer/members of the Parish Council.





South Normanton Parish Council

01773 861444 

clerk@southnormantonparishcouncil.gov.uk 

southnormantonparishcouncil.gov.uk 

The Post Mill Centre, Market Street, South Normanton,
Derbyshire DE55 2EJ 

Office Hours: Tuesday, Wednesday & Thursday - 10am to 1pm 

The Clerk/nominated officer should explain the Parish Council's position after which they may be questioned by the complainant/representative.

A summary from both sides would then follow. The Clerk/nominated officer and the complainant should leave the room for discussion by the Parish Council – if necessary, both parties could be invited back if there is a need for clarification.

Both the Clerk and complainant should be given the opportunity to wait for the Parish Council's decision but if this is unlikely to be finalised at the meeting they should be advised of when this is likely to be made and when they should expect details. The Council will aim to confirm the decision in writing within seven working days together with details of any action to be taken.

Complaints about an individual Parish Councillor should be submitted to the Monitoring Officer, (Bolsover District Council) in a letter if it relates to a breach in the 'Code of Conduct'.

The address to send complaints to is: Monitoring Officer, The Arc, High Street, Clowne, Chesterfield S43 4JY. The Chairman of the Parish Council should be advised of the complaint.

Review Date11/02/2026

Signed by Chairman

Signed by Parish Clerk.....

Date.....

Next Review date.....February 2027



South Normanton
Parish Council

Proudly serving the people of South Normanton