

URCHFONT PARISH COUNCIL: COMPLAINTS PROCEDURE

The purpose of this procedure is to resolve alleged differences and complaints from whoever as quickly as possible to the satisfaction of all concerned.

This Procedure is for dealing with complaints other than alleged 'Code of Conduct' breaches which will initially be dealt with by the Wiltshire Council Monitoring Officer in accordance with procedures set out on the Wiltshire Council website.

For simplicity, this Procedure is now fully documented in the attached flow chart.

