

Morton Parish Council

Complaints and Enquiries Policy

- Wherever possible complaints should be made to the Council in writing in order that these can be presented by the Clerk at the next available meeting.
- If a verbal complaint is made the Clerk or Chair will present this to the next Council meeting in the form of a written report.
- The Clerk will acknowledge the complaint/enquiry within 7 days of receipt of the correspondence or telephone call.
- All complaints, and enquiries where appropriate, will be considered by the full Council.
- Following consideration all complaints/enquiries will be responded to in writing by the Clerk within 7 days.
- The timescale for response to all complaints/enquiries is 42 days from receipt by the Clerk with the exception of the summer recess period (in the month of August there is no Council meeting) where this may not be possible.