

Complaints Procedure for the Hampshire Association of Local Councils (Ltd)

Background

The Hampshire Association of Local Councils is a small not for profit membership organisation and a company limited by guarantee. It tries to be as open and transparent in its workings as is practical. It is not a local council, nor a local government organisation.

The CE reports directly to the Chairman and Directors of the Board, in implementing policy and in managing the ALC. Personnel, Governance and Finance matters are dealt with through the general Management Committee, which meets quarterly at the offices of the ALC.

The ALC does not provide a service to anyone other than its member councils, and is not therefore obliged to offer the same to stakeholders other than the corporate body of the member councils mentioned previously, whom are its managers and owners.

Complaints Procedure

The ALC will receive complaints in writing via email or letter from the Chairman or Clerk of any aggrieved council (*on behalf of the council*) and will expect to acknowledge the same within five working days. The complaint should contain any evidence that the council require to be considered in resolution of the issue.

Any complaint received from any other party will be considered on its merits by the CE, and his decision and action will be final. There is no right of appeal in these cases.

All complaints will be considered and dealt with by the CE, except where that complaint concerns the CE personally, in which case the Chairman will deal with the same.

A full reply where possible will be forwarded within 20 working days of receipt.

Appeal Hearings

Should the council then indicate it is not satisfied with any response, any appeal received shall be heard by the ALC's Standing Committee, which shall sit as soon as a meeting can be arranged.

The Chairman of the ALC will then inform the complainant of the ALC's final decision.

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