

## **Fawkham Parish Council Complaints Procedure**

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

The Clerk  
6 Small Grains  
Fawkham  
DA3 8NT

Please advise whether you wish the complaint to be treated confidentially, and include details of any relevant evidence, dates, etc, and your contact details. Receipt of a complaint will be acknowledged in writing 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.