

## COMPLAINTS PROCEDURE

*For service users or members of the public.*

### Complaints about members

Complaints about a member should be addressed in the first instance to the Clerk, who will liaise with the Chairman, and both will attempt to resolve the matter informally. The Chairman may delegate the task of investigating the complaint to another Parish Councillor at his/her discretion.

In the event that the matter involves the Chairman, the Clerk will liaise with the Vice Chair or another Parish Councillor.

The complaint must be in writing and an acknowledgement will be provided within 14 working days or as soon as possible thereafter.

The method of resolving the issue informally will be at the discretion of the Clerk and Chairman and may involve written; verbal correspondence or a meeting, depending on the circumstances of the complaint. Their decision shall be final.

In the event that the matter cannot be resolved informally, further options will be explained to the complainant.

### Complaints about the Clerk

Complaints about the Clerk should be addressed to the Chairman. The Chairman may delegate the role of investigating the matter to another Parish Councillor at his/her discretion.

### Procedure

1. The person making the complaint will be asked to write to the Chairman, giving full details of the complaint.
2. The complaint will be acknowledged within 14 working days
3. Complaints will be dealt with informally in the first instance. This may be by way of written or verbal correspondence or a meeting, at the discretion of the Chairman or the person dealing with the investigation.
4. In the event the matter cannot be resolved informally, the complainant may make a formal complaint. The complaint must be in writing.
5. Where a formal complaint has been made, the Chairman. or other Councillor dealing with the matter. shall convene a full Parish Council meeting. The complainant shall be invited to attend the meeting and may bring a representative with them. The Chairman or Councillor chairing the meeting shall determine the procedure at the meeting and such decision shall be final. If the Council, after

seeking the view of the Complainant, consider it necessary, the matter may, by resolution of the Council be heard in private session.

6. Council may also seek the views of the Clerk or such other person they consider appropriate, depending on the circumstances of the case, prior to making a final decision.
7. Copies of any documentation that either the Complainant or the Council seek to rely on shall be exchanged between the parties 7 days prior to the meeting.
8. The decision of the Council shall be final and there is no right of appeal.
9. The decision of the council will be made available to the Complainant 7 days following the meeting or as soon as possible thereafter.

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